

ICDA Membership and Fellowship Complaints Policy and Procedure

1. Introduction

The Institute of Community Directors Australia (ICDA) is a membership body which delivers support to the Not-For-Profit sector to help communities thrive. This policy is intended to ensure that we handle complaints fairly, efficiently, and effectively. This policy provides guidance to our staff and people who wish to make a complaint, on the key principles and concepts of our complaint management system regarding ICDA members or fellows.

2. Purpose

This policy sets out the guidelines for responding to complaints about the behaviour of ICDA members and fellows.

3. Scope

This policy applies to all ICDA staff and our advisory body, receiving or managing complaints from the public and clients made to us, regarding ICDA members or fellows.

4. Organisational Commitment

ICDA expects staff to be committed to fair, effective and efficient complaint handling.

5. Definitions

5.1 “**Member**” describes an individual who has ticked a box on an electronic form that they will abide by ICDA’s Code of Ethics.

5.2 “**Fellow**” describes an individual who has completed the ICDA Diploma in Governance.

6. Policy regarding use of ICDA post-nominals

6.1 ICDA members can use the post-nominals MICDA while they are a member. If an individual cancels their membership or membership is revoked by ICDA, they are no longer permitted to use the post-nominals MICDA.

6.2 ICDA Fellows can use the post-nominals FICDA which demonstrates that they have completed the Diploma and been assessed to have passed the course. Regardless of accusations of unethical behaviour, the post-nominals FICDA should not be removed by ICDA, as these post-nominals simply demonstrate that a person has been assessed to have passed the Diploma in Governance course.

6.3 ICDA does not carry out investigations into alleged misdemeanours of ICDA members or fellows.

7. Procedure for managing complaints related to ICDA members and fellows

7.1 For charities registered with ACNC: If a complaint is received by ICDA staff about an individual who is a member of ICDA, the complainant will be advised to forward the complaint to ACNC, the governing body of Not-For-Profit organisations.

7.11 If ACNC find the ICDA member to have acted in such a way as to cause damage to the organisation by contravening the governance principles of the ACNC and legislation, the evidence of this finding should be forwarded to ICDA by the complainant.

7.12 In the event that ACNC has ruled against an ICDA member, their membership may be revoked, and they may receive notice that they are no longer permitted to use the post-nominals MICDA.

7.2 In the event that a complaint is received by ICDA staff about an individual who is a fellow of ICDA and a staff member of a registered charity, the complainant will be advised to forward the complaint to ACNC, the governing body of Not-For-Profit organisations.

7.21 In the event that ACNC has ruled against an ICDA fellow, if they have membership to ICDA, they will receive notice that their membership will be revoked, and they will receive notice that they are no longer permitted to use the post-nominals MICDA. However, they can continue to use the post-nominals FICDA as this is evidence of passing the Diploma in Governance course.

7.3 For Incorporated Associations: If a complaint is received by ICDA staff about an individual who is a member of ICDA, the complainant will be advised to forward the complaint to the governing body of Incorporated Associations in your State.

7.31 If the governing body of Incorporated Associations in your State finds the ICDA member to have acted in contravention of the legislation, the evidence of this finding should be forwarded to ICDA by the complainant.

7.32 In the event that the governing body of Incorporated Associations in your State has ruled against an ICDA member, their membership may be revoked, and they may receive notice that they are no longer permitted to use the post-nominals MICDA.

7.4 In the event that a complaint is received by ICDA staff about an individual who is a fellow of ICDA, the complainant will be advised to forward the complaint to governing body of Incorporated Associations in your State.

7.41 In the event that the governing body of Incorporated Associations in your State has ruled that an ICDA fellow acted in contravention of the legislation, if that fellow has membership of ICDA, they will receive notice that their membership may be revoked, and they may receive notice that they are no longer permitted to use the post-nominals MICDA. However, they can continue to use the post-nominals FICDA as these post-nominals are evidence of passing the Diploma in Governance course.