

MIA complaints handling process

Participants in the MIA's CPD activities will be able to make complaints about any aspect of these activities:

1. in the evaluation form provided for each CPD activity
2. by emailing or phoning the MIA's Education staff

All complaints will receive an acknowledgement of the complaint when it is received and a response within one week. Any complaints which are unable to be resolved by the MIA Education Team Lead will be escalated to the MIA Professional Support Team Manager or CEO. Complaints about MIA Educators or course Candidates (where either is also a MIA member) will be referred to the CEO for consideration and potential referral to the MIA's Disciplinary Sub-Committee.

Participants in the MIA's CPD activities will be advised of this complaints handling process.