

AMDRAS GENERAL PROTOCOL No. 1

19 June 2025

This protocol:


- recognises that certain Recognised Providers are subject to regulatory and statutory requirements that impact their ability to comply with specific clauses of AMDRAS, particularly those relating to complaints-handling and auditing;
- seeks to support those Recognised Providers that are subject to regulatory and statutory requirements;
- is issued by the Board pursuant to clauses 83 and 84 of AMDRAS; and
- applies only to those Recognised Providers that apply for and receive approval of the Board of a complaints-handling policy that requires such Recognised Providers to limit their role due to regulatory and statutory requirements (**'Affected Providers'**).

The Board hereby issues a protocol to the following effect:

1. Pursuant to clause 66.2 of AMDRAS, Recognised Providers may seek the approval of the Board of a different complaints-handling policy that meets the minimum requirements, and which also may require a Recognised Accreditation Provider to limit its role due to regulatory and statutory requirements (**'clause 66.2 policy'**).
2. Recognised Providers seeking approval of a clause 66.2 policy are required to provide the name of the policy along with brief written details of the clause 66.2 policy.
3. An Affected Provider with an approved clause 66.2 policy:
 - a. is not required to comply with clause 66.2(c)(ii) of AMDRAS;
 - b. remains subject to clauses 66.2(c)(i) and (iii) of AMDRAS; and
 - c. which becomes aware that a complaint against a registered practitioner for whom it is responsible

AMDRAS Board

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cannot be or has not been investigated or processed under its approved clause 66.2 policy, must take all reasonable steps to ensure the complaint is properly processed in line with the AMDRAS model policy.

4. The Board will not:
 - a. audit any Affected Provider under clause 80 of AMDRAS in respect of any complaints investigated or processed under an approved clause 66.2 policy; or
 - b. receive, hear, or otherwise deal with any complaints under clause 81 of AMDRAS that relate to complaints investigated or processed under an approved clause 66.2 policy.