



# Yamatji Marlpa

ABORIGINAL CORPORATION

## Procedure for Handling Complaints or Disputes

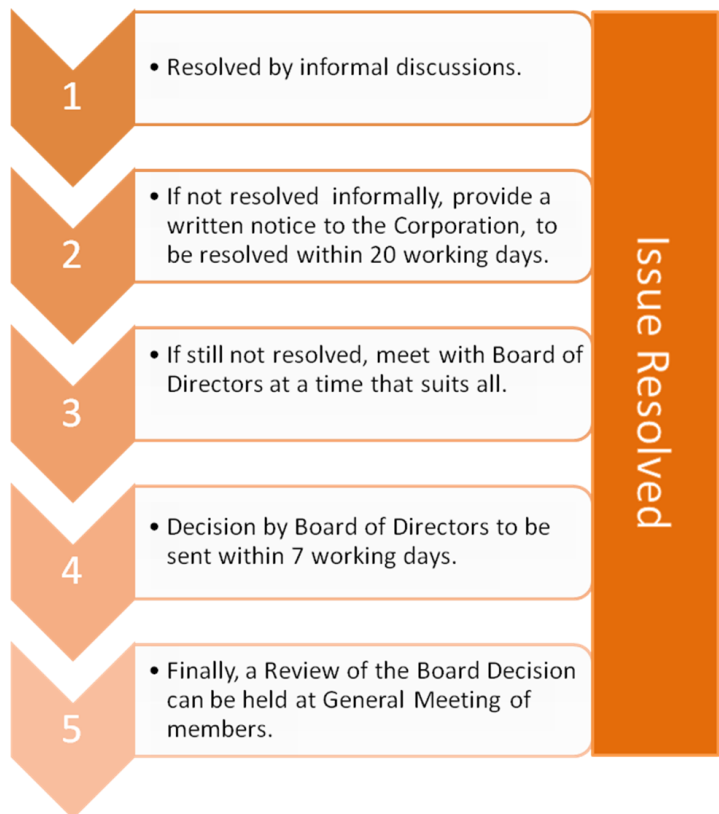
Yamatji Marlpa Aboriginal Corporation (YMAC) is dedicated to protecting the native title rights and interests of our clients. While we will always work to get the best outcomes for Traditional Owners, we understand that some decisions will be disputed.

YMAC has clear processes for dealing with disputes or complaints by members, clients and the general public.

This brochure provides a brief guide to these processes.

For any assistance with this process please contact your local YMAC office in Geraldton, South Hedland, Karratha, Tom Price or Perth.

All of our offices can be contacted through our freecall number:  
**1300 7 12345.**



## Step-by-Step Guide to Resolving Complaints or Disputes about a Decision



### Informal negotiations

If a complaint or dispute arises, the parties must first try to resolve it themselves on an informal basis.



### Giving a written dispute notice

If the complaint or dispute is not resolved informally within 10 business days, you may give a dispute notice to the other parties.

A dispute notice must be in writing, and must say what the dispute is about. A copy of the notice must be given to the Corporation, addressed to the Board of Directors.

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### **Meeting with the Board of Directors**

The Board of Directors must make a reasonable effort to help the parties resolve the dispute within 20 days after the Corporation receives the dispute notice. The Board of Directors will invite you to attend a meeting with them at a time and place that is convenient to everyone. The Board will also invite you to submit, before the meeting, evidence about the dispute. You may make written submissions to the Board, before the meeting, instead of attending the meeting.

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### **Decision at the Meeting**

At the meeting, the directors will consider the information they have received, and will make a decision about the matter. They will pass a resolution setting out their decision and record this in the minutes of the meeting. The directors shall, within 7 days of the decision being made, forward a letter advising you of its decision.

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### **Review of the Decision at General Meeting**

If you wish to review the decision, you may request that the dispute is referred to a general meeting. When passing any resolution about a dispute, the members in the general meeting are subject to the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* and the rules of the Corporation.

If you are unhappy with the outcome of the review you should seek independent legal advice. A list of organisations providing free or low cost legal advice is available from the Registrar of the Federal Court in Perth.

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## **Resolving Complaints about General Conduct**

If you are unhappy with the way in which a YMAC employee performs their duties, you can complain to their direct line manager. You can find out who to talk to by contacting your local office, **Freecall 1300 7 12345**

Complaints made against an employee's general conduct are dealt with by their manager according to the policies and procedures in relation to discipline as well as applicable employment laws.

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## **Seeking Assistance from the Registrar of Indigenous Corporations**

If a dispute or any part of a dispute relates to an issue arising out of the meaning of any provision of the *Corporations (Aboriginal and Torres Strait Islander) Act* or YMAC's Rule Book, you can seek an opinion from the Registrar about the correct meaning. The Registrar's opinion will not be binding on the parties to the dispute.

Office of the Registrar of Indigenous Corporations  
Telephone (toll free except for mobiles) 1800 622 431  
Facsimile: (02) 6133 8080  
Email: [info@oric.gov.au](mailto:info@oric.gov.au)

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## **Additional Information:**

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