

OM2.3 COMPLAINTS HANDLING POLICY

1. Purpose

The purpose of this policy is to provide guidelines for dealing with complaints and internal reporting of complaint handling.

2. Scope

This policy applies to all employees and volunteers as a minimum standard.

3. Definitions

Term	Description
Complaint	As an expression of dissatisfaction, however it is made, relating to standard of service, action or absence thereof by Anglican Aid staff or related parties.

4. Policy Statement

The 'right to redress' is a basic consumer right and is enshrined in the UN Guidelines for Consumer Protection. An important part of a complete accountability framework is the ability for stakeholders to report or lodge a complaint about conduct that breaches the organisation's promises. This dimension of accountability enables stakeholders to hold an organisation to account for its actions or decisions, by providing a process where these can be queried and a response obtained. However, this type of accountability is only as effective as the commitment the organisation has to learning from the complaint and the robustness of both the process and its accessibility.

The policy aims to fulfil the following:

- To deal with complaints in a timely manner
- To provide the highest quality of service to our sponsors and donors
- To use the feedback obtained from complaints raised to identify areas of improvement
- To use the opportunity that an issue raises to enhance the relationship with our sponsors and donors

An annual report on complaints will be presented to the Board.

5. Guidelines

Complaints will be received in the following formats:

- Telephone
- Letter
- Facsimile
- Emails
- In person

Once the complaint is received, no matter the nature or relevance of the complaint, all reasonable steps will be taken to ensure the gathering of all necessary information for the ultimate resolution of the complaint.

The process to be followed for the resolution of complaints is as follows:

1. The member of staff receiving the complaint is empowered in the first instance to deal with the complaint and enact any steps to resolve the complaint at the initial point of contact
2. If the complaint is unable to be resolved at this first point of contact then an acknowledgement of the complaint will be provided to the complainant within 5 days of the complaint having been received, providing the complainant has provided contact details.
3. If the complaint cannot be resolved or a solution enacted at the first point of contact, then the complaint is to be referred to the Executive Director of Anglican Aid.
4. The Executive Director is directly responsible for ensuring the resolution of the issue either directly or by delegation to an authorised staff member.
5. If a complaint is raised and has not been resolved to the satisfaction of the stakeholder then the matter will be forwarded to the Chairman of the Board for review and determination on the next steps.

Please Note:

- All information provided will be treated with the strictest confidentiality. Any sharing of information will only be made with the permission of the parties involved
- Anglican Aid undertakes to keep all parties informed of the actions being taken and the progress of the complaint, providing the complainant has provided contact details.
- Anglican Aid undertakes to complete any investigation and enact any remedial actions in a timely manner.

Third Parties

If a complainant believes his/her complaint has not been adequately or appropriately addressed by Anglican Aid, the following organisation can be utilised as an independent source for handling their complaint.

Australian Council for International Development (ACFID)

Web Link: <http://www.acfid.asn.au/code-of-conduct>

Telephone: Code Management Team + 61 2 6281 9222

6. Related documents

ACFID Code of Conduct D.6 Complaint-handling within signatory organisations
 Australian Standard: Customer satisfaction – Guidelines for complaints handling in organisations (ISO 10002:2004)

7. Review

In order to ensure that this policy continues to be effective and applicable, the procedure will be reviewed on a two yearly basis. Conditions which might warrant a review of the procedure on a more frequent basis would include:

- Employee or management concern
- Changes to legislation
- Changes to ACFID/AusAID requirements

Following completion of any review, the policy will be revised/updated to correct any deficiencies if required and approved by the Anglican Aid Board. Any changes to the policy will be communicated to staff and partners.

CHANGE HISTORY

DATE	COMMENT
30/10/18	PO2.10 Edited and Adopted