

Complaints Handling Policy

INTRODUCTION

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment.

Samaritan's Purse Australia Limited encourages all stakeholders to provide feedback about issues or concerns they may have in order to facilitate resolution and action.

PURPOSE

The purpose of this document is to provide all stakeholders an avenue through which to resolve complaints and issues as they arise.

POLICY

Samaritan's Purse Australia Limited is committed to upholding high standards of integrity and values feedback from any stakeholder who has a legitimate complaint in relation to the way the organisation or its employees/ contractors carry out the work of the organisation.

Samaritan's Purse Australia Limited is committed to investigating and fairly assessing every complaint and to take appropriate action where needed.

AUTHORISATION

<Signature of Board Secretary>

<Date of approval by the Board>

Samaritan's Purse Australia Limited

Policies can be established or altered by the Executive Director under delegated Authority from the Board. **Procedures** may be altered by the Executive Director.

Complaints Handling Procedure

RESPONSIBILITIES

The **Executive Director** is responsible for the implementation and review of this policy.

The **Executive Director** is responsible for investigating and putting actions in place to resolve complaints and issues that may arise from within Australia about the work of Samaritan's Purse Australia Limited.

The **International Projects Manager** is responsible for investigating and putting actions into place to resolve complaints and issues which may be directly regarding a specific project or project partner in a country.

All employees, volunteers and contracts are responsible for ensuring full cooperation with any complaint investigation.

PROCEDURES

Who to Report To?

Overseas:

All complaints specifically relating to a project or project partner that Samaritan's Purse Australia Limited is involved with overseas should be directed to Samaritan's Purse Australia Limited's **International Projects Manager**.

Australia:

All complaints within Australia regarding the work of Samaritan's Purse Australia Limited should be directed to the **Executive Director**.

The complaint will be passed to the **Executive Director** within 7 days of its receipt, or upon their return to the office in the event that they should be away or out of the office.

Process:

Complaints should be made in writing via email or letter.

In the event that the complainee is illiterate or unable to email or write a complaint, Samaritan's Purse Australia Limited staff will take every opportunity to facilitate the documentation of the complaint and pass it on to the appropriate person as listed above.

Samaritan's Purse Australia Limited will have on its website a current email address and postal address for all stakeholders to direct their complaints.

All complaints will be directed to the appropriate person as listed above, who will acknowledge receipt of the complaint to the stakeholder making the complaint within 5 working days of receiving it. The exception to this will be during the annual shutdown period of Samaritan's Purse Australia Limited's Head Office. In this instance, response will be given within the first week of reopening.

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The Executive Director or International Project Manager will then consider what action may be required and will implement this process of action.

If the complaint refers to potential criminal activity, the complaint will be investigated. If there is any basis to believe that criminal activities have taken or are taking place, it will be referred to the police or authorities in the relevant overseas country at the earliest opportunity.

If the complaint refers to personnel issues, it will be discussed with the employee's or volunteer's manager and investigated.

If it is a complaint of significant complexity, legal advice will be sought from relevant experts in the related field.

RELATED DOCUMENTS

- Code of Ethics

AUTHORISATION

<Signature of Executive Director>

<Name of Executive Director>

<Date>

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