
(ACFID SIGNATORY)

DRAFT COMPLAINTS POLICY

1. Commitment to good complaints handling

[Insert statement that embodies your organisation's commitment – some explanation of the value of complaints would be useful]

2. Scope of Policy

Eg. This Policy is intended to apply to any complaint, regardless of who makes it.

- We regard a complaint as any expression of dissatisfaction about our organisation, our staff, our volunteers, our partners, our contracted service providers or anyone else acting on our behalf.
- A complaint may be made by a person to whom we deliver services or who is affected by our services, a partner, a local organisation with which we work, our staff, volunteers, donors or a member of the public.

Examples

[Insert examples that are apt for your organisation eg:

This Policy applies if:

- a member of the public contacts us to express their concern about the way in which we have conducted a fundraising campaign;
- a local person or partner raises with us concerns about one of our programs; or

3. Publicising this Policy

[What will you do to ensure that those who want to complain understand how to do so and what to expect? What is done to facilitate complaints from the field and complaints from children or disadvantaged groups?]

4. How complaints may be made

[Set out how complaints can be made – ensure that every reasonable flexibility is afforded to complainants to ring, write and email complaints or to raise concerns in person. Is there capacity to provide online feedback?]

Examples

[Insert examples that are apt for your organisation]

5. How we will handle minor complaints

[Eg a telephone complaint that can be responded to in the initial call, a written complaint that proceeds on the basis of a misconception that can readily be corrected? Do we have a way of closing off complaints without merit?]

Examples

[Insert examples that are apt for your organisation]

6. How we will handle complex complaints

[ie complaints that require acknowledgement, initial assessment and investigation and may require remedial action eg. change to the way in which we operate, training, counselling or disciplining of staff or volunteers etc. or even the involvement of regulatory/enforcement authorities?]

Examples

[Insert examples that are apt for your organisation]

7. Responding to and closing a complaint

[Who needs to approve a response? How will you communicate your full response to the complainant for complaints not resolved on the spot ie orally, in writing, both? You will need to take into account the different contexts in which complaints arise eg. in field complaints and complaints made in Australia. How will you include disclosure about the possibility of complaining to the Code of Conduct Compliance Committee? How will you determine whether the complainant is satisfied? What will you do if the complainant is not satisfied with your response?]

8. Our timeframes

[For complaints that are not resolved within 5 days, it is good practice to acknowledge the complaint either by telephone or in writing. A 30 day timeframe might be long enough for most complaints, with an obligation to update the complainant after 30 days if the complaint hasn't in fact been resolved?]

9. Confidentiality

[Statement that will not reveal complainant's name or personal details to anyone outside the organisation without the complainant's permission]

10. Recording complaint data

[A complaint register should be maintained. What fields will you need to have in the register eg date of receipt, summary, type of complaint etc?]

11. Reporting about complaints

[Serious complaints (how will you define these?) will need to be immediately escalated in your organisation. Minor complaints may just be reported at the end of the period eg. an extract from the complaints register to the Management Team meeting. What reporting will be made to the Board? What analysis will be provided with the complaints data?]

12. Continuous improvement

[What will you do to monitor and review the effectiveness of your complaints handling and ensure that this continuously improves and learnings from complaints handling are carried through into the organisation?]

13. Resources

- ACFID Code of Conduct D.6 Complaint-handling within signatory organisations
- Australian Standard: Customer satisfaction – Guidelines for complaints handling in organisations (ISO 10002:2004)
- Other? (Note others mentioned by presenters/participants)