



Policy - Management of Complaints

Policy number	15
Approved by the Board	25 November 2014
Commenced	25 November 2014
Last reviewed	17 December 2019
Planned revision date	30 November 2020
Associated instruments/ policies	<ul style="list-style-type: none">▪ <i>Corporations Act 2001</i> (Cwlth)▪ <i>Collections Act 1966</i> (Qld)▪ <i>Charitable Fundraising Act 1991</i> (NSW)▪ PiCCA Constitution▪ The Paris Declaration on Aid Effectiveness▪ The Istanbul Statement on CSO Development Effectiveness▪ The Australian Council for International Development's Code of Conduct▪ PiCCA Policies

1. Overview

Partners in International Collaborative Community Aid Ltd ('PiCCA') is committed to operating with honesty, openness and integrity, maintaining sound development and governance practices and good relationships with all stakeholders. This policy seeks to make clear the mechanisms available for making complaints and the way in which complaints will be handled and resolved.

2. Application

This policy applies to all PiCCA Members and all aspects of PiCCA's operations, including complaints from supporters, donors, the general public, beneficiaries, official bodies and partners.

3. Definitions

3.1. Complaint: Any expression of dissatisfaction, whether oral or written, and whether justified or not, about the standards of service, actions or lack of actions by PiCCA.

3.2. Complainant: any person or organisation making a complaint.

4. Policy

4.1. PiCCA acknowledges the value of feedback as an important tool in understanding and responding to stakeholders' expectations. PiCCA's response to complaints will adhere to the following principles:

- Accessibility: It is easy for complainants to access and understand the process for making a complaint and having it investigated.

- Responsiveness: Complaints are acknowledged promptly, addressed according to urgency and the complainant is kept informed throughout the process.
- Objectivity: Complaints are taken seriously and treated with respect and in a fair and equitable manner. Conflicts of interest are identified to ensure objectivity.
- Confidentiality: Personal information related to complaints is kept confidential.
- Accountability: Clear accountabilities are established for responding to complaints and any subsequent reporting obligations.

4.2. Complaints may be made by phone, letter or email by anyone involved in or affected by a PiCCA activity. Complaints should be made to any Board member or the general PiCCA email address or postal address.

4.3. All complaints will be considered carefully. If possible, minor complaints will be dealt with 'on the spot' by the relevant Board member.

4.4. All serious complaints will be referred to the full Board for discussion, investigation and action.

4.5. All written notices of complaints will be acknowledged in writing within 48 hours.

4.6. If a Board member is the subject of a complaint, that person will stand aside while the investigation is undertaken.

4.7. Where appropriate, the Board may appoint an independent person to investigate the complaint.

4.8. When the complaint has been determined the complainant will be informed of the outcome.

4.9. All actions to communicate, investigate, address or resolve complaints (minor or serious) will be documented, with the information accessible only to Board members.