

<b>Policy title:</b>	<b>Complaints</b>	<b>Version 2</b>	<b>September 2020</b>
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## 1. PURPOSE

In line with IWDA's value of accountability, our commitment to continuous learning and improvement and as a signatory to the Australian Council for International Development (ACFID) Code of Conduct, this policy provides parameters for the resolution of external complaints.<sup>1</sup> IWDA is committed to actively responding to complaints in a timely, effective and clearly defined manner.

## 2. SCOPE

This policy applies to any complaint made by partners, program beneficiaries, supporters, community group, member of the public, civil society organisation, government, company or other entity, hereafter referred to as 'the complainant.'

## 3. POLICY

IWDA recognises the importance and value of listening and responding to concerns and complaints, and will therefore:

- Clearly publicise information about how and where to make a complaint on our website;
- Ensure that the complaint handling process is as accessible as possible;
- Respond to complaints in a timely and courteous manner;
- Address complaints in a an equitable, fair and unbiased manner using evidence submitted through the complaint handling process;
- Observe strict confidentiality in complaint handling wherever possible;
- Keep the interests of complainants foremost in our approach to complaint handling;
- Ensure that accountability for and reporting on the actions and decisions with respect to complaint handling is clearly established;
- Commit to continuous learning and improvement of the complaint handling process, through maintenance of a complaints register and keeping abreast of best practices;
- Ensure overseas program partners are made aware of this policy upon induction and know how to register a complaint; and
- Ensure staff and volunteers are inducted with this policy and the complaints handling process.

## 4. IMPLEMENTATION

The Chief Executive Officer, in consultation with the Leadership Team, is responsible for the administration, revision, interpretation, and application of this policy.

<sup>1</sup> Please note any complaint or grievance made by an employee, volunteer, contractor or consultant of IWDA is addressed by the IWDA Grievance and Conflict Resolution Policy

Complaints may be received by any of the following methods: on the phone, via email, through our website, by post, or in person.

Complainants are asked to provide their name, contact details and nature of their feedback with as much detail as possible, though they may also choose to remain anonymous. The staff member or volunteer receiving the complaint will record information on the external complaints form. All complaints are tracked on a Complaint Register maintained by the People & Culture Manager. This register details the complaint being made, by whom, and follow-up actions taken. The complaint form (Appendix 1) can be accessed here:

[..\..\External complaint management\Complaint Form - Template.docx](#)

IWDA will acknowledge complaints received within five business days, and should the complaint not be resolved in that timeframe IWDA will maintain status updates with the complainant.

If a complaint cannot be resolved to the satisfaction of all parties by a relevant staff member or manager it will be referred to a relevant Director, and subsequently to the CEO, then the Board if necessary. In the unlikely event that the matter cannot be resolved at Board level it may be referred to ACFID for third party consideration.

Should a complainant believe the complaint constitutes a breach of the ACFID Code of Conduct they may refer the matter directly to the Code of Conduct Committee  
<http://www.acfid.asn.au/code-of-conduct/complaints>.

#### **4.1 Special provisions for complaints made by overseas program partners**

When signing onto a partner agreement, the program partner agrees to:

- provide feedback to IWDA about the support provided by IWDA and the state of the relationship to assist IWDA to learn and improve support provided to partners;
- encourage beneficiary communities / initiative participants to provide critical feedback on the initiative.

To register a complaint the partner can:

- a) approach their IWDA Program Manager directly;
- b) contact the Senior Program Manager or Director of Partnership and Systemic change directly;
- c) send an email to [partnerfeedback@iwda.org.au](mailto:partnerfeedback@iwda.org.au) detailing the complaint;
- d) telephone on +61 3 9650 5574;
- e) address the issue in writing to Complaints at International Women's Development Agency, PO Box 64, Melbourne, Vic 8009, Australia.

IWDA will recognise any complaint made by a partner within five business days, and will formally respond to significant issues raised by the partner and/or identified by IWDA within four weeks of receipt of the complaint.

#### **4.2 Special provisions for complaints made by program/project beneficiaries**

To register a complaint, beneficiaries of programs or projects of which IWDA works in partnership can:

- a) approach an IWDA Program Manager directly in country, as part of regular monitoring trips conducted;
- b) approach the partner organisation directly, who may then pass on the complaint to the IWDA in any of the methods detailed in section 4.1.

### **5. REVIEW AND AMENDMENT**

This policy will be reviewed every three years to ensure it remains compliant with law, relevant and effective.

The People & Culture Manager is responsible for the implementation of this policy. This policy may be amended at the discretion of the Chief Executive Officer.

### **6. DEFINITIONS**

**Complaint** – An expression of dissatisfaction made to an organisation, related to its products or services, or the complaint handling process itself, where a response or resolution is expected.

**Complainant** – A person, organisation or its representative making a complaint.

### **7. REFERENCES/RELATED DOCUMENTS**

ACFID Code of Conduct  
IWDA Code of Conduct  
IWDA Complaint Form  
IWDA Complaint Register  
IWDA Partner Agreements  
IWDA Supporter Care Standards

**Appendix 1: External Complaint Form****IWDA external complaint form**

Please submit form to People & Culture Manager  
 IWDA  
 PO Box 64  
 Flinders Lane, VIC 8009  
[sbourne@iwda.org.au](mailto:sbourne@iwda.org.au)

<b>DATE</b>		<b>COMPLAINT NO</b>	
<b>STAFF MEMBER TAKING COMPLAINT</b>			

<b>COMPLAINANT DETAILS</b> We cannot respond to anonymous complaints (unless Fraud related)	
<b>NAME</b>	
<b>ADDRESS</b>	
<b>EMAIL</b>	
<b>TELEPHONE</b>	
<b>MOBILE</b>	

<b>COMPLAINT DETAILS</b> Include as much detail as possible

<b>ACTIONS TAKEN IN RESPONSE TO COMPLAINT</b> Include dates for each action

<b>FURTHER ACTION REQUIRED?</b> Include deadlines for further action

<b>RESOLUTION OF COMPLAINT</b> Include date of resolution

Please record the progress of this complaint in the complaint register, located here:  
[..\Complaint register.xlsx](#)