

Feedback and Complaint Handling Policy

1. Purpose

The purpose of The Feedback and Complaint Handling policy outlines the principles for management of complaints and internal mechanisms in responding to feedback and complaints.

2. Scope

This policy applies to all employees, volunteers, contractors and interns/work placements of RedR.

3. Policy Statement

RedR recognises the importance of feedback and complaints which in turn provides opportunities for improving our services and operations to achieve our mission of relieving suffering in disasters by selecting, training and providing competent and committed personnel to humanitarian relief agencies worldwide.

RedR Australia is committed to handle feedback and complaints in a fair and transparent way. Every effort will be made to ensure feedback contribute to the process of continuous improvement and complaints are addressed. RedR's feedback and complaints procedures will be conducted in a manner which underpins our values of Integrity, Accountability, Empathy, and Collaboration.

4. Principles

- Feedback and complaints may be made by a person to whom we deliver services or who is affected by our services, a partner, an organisation with which we work with, our staff, volunteers, donors or a member of the public.
- Every reasonable flexibility is afforded to complainant to submit a written, verbal or to raise concern/s in person. The RedR online feedback form on the website and the RedR enquiries email can also be utilised for collecting feedback or complaints. Where possible, feedback and complaints should be made in writing so that the details of the complaint are clear and complete.
- Each feedback and complaints report received will be acknowledged, recorded in the complaints log, considered, resolved and monitored.
- The Human Resources function will be responsible for managing feedback and complaints procedure and will ensure complex feedback or complaints will be escalated to the CEO and Board of Directors to reach an outcome and address any systemic issues. The outcome may result in a change of policy, system and or procedure(s).
- RedR shall address all feedback and complaint/s in a confidential manner. Only the people directly involved in making, investigating or resolving a complaint will have access to information. If appropriate, identifiable information will be removed.
- Anonymous complaints will be accepted and investigated as far as possible. RedR will not reveal complainant's name or personal details to anyone outside the organisation without the complainant's permission.

- RedR shall ensure that any feedback or complaint is free of repercussions and will take necessary steps to ensure that no victimisation occurs against anyone.
- RedR may deem it appropriate to conduct an internal investigation in responding to the feedback or complaint. Principles of natural justice and procedural fairness will apply, see definition.
- RedR Staff who have complaints or grievance may also refer to the staff grievance process.
- A copy of this policy can be obtained via the RedR website and upon request.
- Ensure that our partners, donors, staff, volunteers, and contractors, have awareness of this policy and know how to provide feedback and/or complaints. This will be achieved by raising awareness of this policy during induction processes and ongoing training/awareness. For our partners, points of contact for complaints and any ongoing feedback will be managed through nominated representatives from each party and through the MOU arrangements.
- RedR will endeavour to resolve feedback and complaints within four weeks but recognises that this will not be possible on all occasions. In such circumstances, ongoing monitoring and evaluation will occur. Every effort will be made to communicate progress of the ongoing process in such circumstances to the complainant.
- Our feedback and complaint handling policy and management system will be reviewed periodically to ensure its efficient delivery of effective outcomes. This is managed through the maintenance of the feedback and/or incident log pending the nature of the feedback. RedR will review and conduct analysis to inform our continuous improvement process.
- This policy will be made available in the RedR Handbook. Copies of the policy will be made available upon request.

5. Procedures

5.1 How feedback and complaints may be made

Feedback and complaints about any aspects of RedR can be made directly to RedR staff member or to the following:

Telephone: +61 3 8341 2604 and request to speak to Human Resources for confidential matters.

Email: communications@redr.org.au

Website: <https://www.redr.org.au/contact-us/>

6. Responsibilities & Reporting

6.1 Criminal Matters

Allegations of abuse or other criminal activities, such as theft, assault, or 'risk of significant harm' to children and young people should be reported to the police or relevant authorities.

7. Definitions

Feedback	Information is brought to the attention of RedR in order to improve the operations and/or services.
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Complaint	Any expression of dissatisfaction about our organisation, our services, our staff, our volunteers, our partners, our contracted service providers.
Continuous Improvement	The collection and analysis of feedback and complaint information to inform planning decisions, enhance organisational performance, policies and procedures.
Natural Justice	Ensuring that an objective decision-maker reaches a procedurally fair decision. Following the principles of natural justice will be applied: <ul style="list-style-type: none"> •Allegation/s against a person, ensuring that person will have the opportunity to respond •The decision maker is and is seen to be impartial and prejudice free, and is therefore unbiased in decision making •Decisions to be based upon evidence or probative evidence.

8. Related policy and documents

RedR recognises the right of individuals to approach an external agency if the Feedback or Complaints Handling procedure has not resolved the issue to their satisfaction.

ACFID Code of Conduct

Complaints relating to alleged breaches of the code can be made to the ACFID Code of Conduct committee via www.acfid.asn.au

ASIC

Tel: 1300 300 600

www.asic.gov.au

Australian Human Rights Commission

Phone: 1300 656 419

Website: www.hreoc.gov.au

Fair Work Ombudsman

Tel: 13 13 94

www.fairwork.gov.au

9. Document control

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