

## 1. Feedback and Complaint Handling Policy

## 2. Values Statement

RedR Australia (“RedR”) is guided by its values of accountability, integrity, empathy, and collaboration. The Feedback and Complaint Handling Policy has a key role in ensuring a professional and productive workplace by allowing employees the opportunity to raise concerns in a safe manner.

## 3. Purpose

The purpose of this policy is to ensure that RedR Australia Ltd (**RedR**):

- Can resolve complaints or any concerns about the organisation or staff in an effective and efficient manner
- Staff and stakeholders are encouraged to report actions or wrongdoings that they reasonably believe violates a law or workplace policy or is considered unethical
- Is welcoming and responsive to complaints and feedback so that it is accountable to stakeholders
- Ensures that any complaints are dealt with appropriately and promptly and that persons who make a complaint can do so safely, securely and with confidence that they will be supported.

## 4. Scope

This policy applies to:

- Board members
- All employees, volunteers, contractors, and interns/work placements of Redr
- Associate trainers
- RedR deployees
- Roster members

## 5. Policy Statement and Principles

RedR acknowledge there may be situations when we do not meet our own standards and policies. We therefore recognise the importance of giving staff and stakeholders the right to complain and to provide feedback, and for such input to be taken seriously and addressed appropriately.

This Policy should be read in conjunction with RedR’s other policies, including the Grievance Policy & Code of Conduct. Where a complaint relates to alleged sexual exploitation or abuse, please refer to RedR’s Policy on Protection from Sexual Exploitation, Abuse and Harassment.

### Principles:

#### Confidentiality

- Disclosures and reports of inappropriate behaviour will be treated confidentially, where possible and subject to the requirements of procedural fairness and the law. Only those who need to know about the issue, for example to help resolve it and prevent further incidents, will know the details.

- RedR requires people who report issues, provide feedback, or otherwise participate in investigations to keep all details of the issues confidential until the investigation is concluded. Failure to do so may result in disciplinary action.

## Anonymity

- In some circumstances, complainants may prefer to tell RedR about the issue or provide feedback without being identified. Complainants can do this by providing an anonymous written complaint by contacting Stop line on - <https://redr.stoplilereport.com/>. This can be posted or delivered to Attention: RedR Australia, c/o Stop line, PO Box 403, Diamond Creek, VIC 3089, Australia. The complainant should provide as much detail as they feel comfortable disclosing.

## Procedural fairness

- RedR aims to ensure there is procedural fairness (also known as natural justice) for all parties. What is procedurally fair will depend on the circumstances. It generally involves:
  - The right to be told of allegations to be put to a person in sufficient detail to enable them to respond. This will not necessarily involve the person being given all information, and some confidential information and original documents may not necessarily be provided.
  - An opportunity to answer allegations before any decision is made, including sufficient time to respond.
  - A requirement that a decision maker is not biased and considers whatever response is given by a person.
- Sometimes health and safety concerns mean a person will not be provided with information about a complaint or issue that concerns them immediately.

## Complaints about sexual exploitations and abuse

- RedR is committed to the prevention of sexual exploitation and abuse through a survivor-centred approach. Where a complaint about sexual exploitation or abuse is made, RedR will follow the process set out in its policy on Protection from Sexual Exploitation, Abuse and Harassment.

## No Victimisation

- 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.

## 6. Procedures

The level of resources allocated to a complaint, or the provision of feedback will vary dependent on the complaint or nature of the feedback or its implications. Primary responsibility for managing, investigating, and resolving complaints or dealing with feedback rests with People & Capability.

Until the outcome of a complaint is determined and, if it is appropriate, work must continue as usual. During this time, People & Capability may take reasonable steps to ensure the health and safety of the parties to the complaint, other people involved in the complaint and to minimise disruption to RedR's service.

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Those steps may include:

- Changing work arrangements
- Additional supervision
- Support and counselling.

Complaints and respondents (and any other parties) are entitled to a support person at any stage of the procedure. Staff can also request access to RedR's EAP for free and confidential support.

This Policy does not prevent a person who may have a conflict with another person from initially trying to resolve the issue directly with that other person. The complainant should:

- Approach the respondent(s) as soon as practicable after an issue arises.
- Identify the specific behaviour complained of.
- Explain the impact of the behaviour on the complainant.
- Request the behaviour to stop.

The complainant may speak to People & Capability to discuss their proposed approach and how to have a discussion to try and stop the relevant behaviour (or any other tips and informal options). This can be done if the complainant is comfortable to receive such general advice and acknowledging that the complainant will not be providing detail such as the name of the person or extensive details of the behaviour. This should not be a consideration if the behaviour is serious or longstanding, the complainant is concerned about mental health and wellbeing, or if the complainant is fearful of reprisal. If the parties resolve the complaint, then no further action is required.

## How to lodge a complaint or provide feedback

Complaints (or providing feedback) about any aspect of RedR can be made directly to a RedR staff member or via the following:

<b>General Complaints</b>	
<b>Telephone:</b>	+61 3 8341 2604 (ask to speak to People and Capability for confidential matters)
<b>Email:</b>	<a href="mailto:hr@redr.org.au">hr@redr.org.au</a>
<b>Website:</b>	<a href="https://www.redr.org.au/contact-us/">https://www.redr.org.au/contact-us/</a>
<b>Anonymous Complaints</b>	
<b>Telephone:</b>	1300 30 45 50 (within Australia) +61 3 9811 3275 (from overseas- reverse charges)
<b>Email:</b>	<a href="mailto:redr@stoline.com.au">redr@stoline.com.au</a>
<b>Website:</b>	<a href="http://redr.stolinereport.com/">http://redr.stolinereport.com/</a>
<b>Mail:</b>	RedR c/o Stoline PO Box 403 Diamond Creek, VIC 3089
<b>Mobile App:</b>	Stoline365

## Steps in handling a complaint

### a. Record

Upon receiving a complaint, RedR must ensure that the complaint is recorded in its Complaints Register as soon as reasonably possible.

Upon receipt of a complaint about misconduct, People & Capability will record the following information in the Complaints Register:

- Date of complaint
- Name of complainant and contact details (if not made anonymously or by staff member).

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- Descriptions of the complaint
- The requested remedy.

Information contained in the Complaints Register can be de-identified at the request of the complainant, or where RedR considers it to be appropriate.

Depending on the nature of the complaint and whether any investigation has taken place, People & Capability should also record in the Complaints Register:

- Whether the complaint was escalated to the CEO or Board
- Resolution of the complaint
- Date of communication to the complainant.

Information stored in the Complaints Register is to be kept confidential and only accessible by People & Capability, the CEO, or any staff member who has written approval from the CEO. Access will only be granted to a person on the basis they are reasonably required to have access.

## **b. Notify**

If a RedR staff member is notified of a complaint, they must refer it to People & Capability as soon as reasonably possible. If the complaint is about People & Capability, the complaint is to be referred to the CEO.

## **c. Assess**

People & Capability (or the CEO, if applicable) shall assess the severity of the complaint to determine whether it is:

- Frivolous, in which case the complaint will be terminated
- Minor (such as a misconception based on an error)
- Moderate (may require some investigation and possible remedial action)
- Serious (carries high or extreme reputational, financial, or legal risk to RedR or invokes significant health or safety implications and will include allegations of misconduct involving vulnerable people).

## **d. Investigate or Mediate**

Any staff member who makes a complaint that RedR considers to be frivolous or vexatious may be subject to disciplinary action. A stakeholder who makes a frivolous or vexatious complaint will not have their complaint investigated further, and RedR may provide the complainant with written reasons why this is the case.

Complaints that are of minor or moderate nature should be preliminarily investigated by People & Capability to determine whether there are allegations that should be put to a staff member, or if there are any issues that should be raised with the CEO or Board to promote operational improvements. Where a complaint involves People & Capability, the CEO or a member of the Board, an external investigator may carry out the preliminary investigation.

An investigation (internal or external) into complaints that are of a serious nature must be conducted. If applicable, the respondent may be suspended with pay during the investigation.

In some circumstances it may be appropriate that the complaint is not investigated (either through a preliminary and/or internal or external investigation) and the issues of concern are discussed as part of a mediation or facilitated discussion. An investigation may be required if a mediation or facilitated discussion does not resolve the issues of concern.

## **e. Resolve**

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If a complaint is investigated, a formal finding will be made and if allegations are substantiated then disciplinary action (if applicable) or remedial action may be taken. Where an investigation (internal or external) takes place, RedR will:

- Notify the complainant and respondent(s) of the outcome of the complaint (although the complainant is not entitled to be advised of any disciplinary action which may have been taken).
- Should aim to resolve the complaint within 2 months of receiving the written complaint.

From the investigation, any recommendations identified to the way in which RedR operates will be considered as a matter of priority.

## Process for complaints outside this policy

In situations whereby a complaint made does not fall within the scope of this Policy (e.g., complaints against another organisation or a government department, including complaints of any sexual exploitation, abuse, or harassment by a representative of such other person), RedR will assist in providing the correct referrals to the complainant to ensure that complaints are not simply disregarded because RedR is not the correct body to respond. For assistance with determining the correct body to respond to an individual's complaint, please contact [hr@redr.org.au](mailto:hr@redr.org.au).

## External assistance

RedR recognises the right of individuals to approach an external agency if the above procedure has not resolved the complaint to their satisfaction.

While RedR aims to resolve complaints internally, staff may seek the assistance of an external agency at any time. External agencies can provide advice, information, and support. Relevant agencies may include:

### ACFID Code of Conduct

Complaints relating to alleged breaches of the policy can be made to the ACFID Code of Conduct committee via [www.acfid.asn.au](http://www.acfid.asn.au)

### ASIC

Tel: 1300 300 600  
[www.asic.gov.au](http://www.asic.gov.au)

### Australian Human Rights Commission

Phone: 1300 656 419  
Website: [www.hreoc.gov.au](http://www.hreoc.gov.au)

### Fair Work Commission

Tel: 1300 799 675  
<https://www.fwc.gov.au/>

### Fair Work Ombudsman

Tel: 13 13 94  
[www.fairwork.gov.au](http://www.fairwork.gov.au)

It is important to note that there may be time limitations for lodging a complaint with external bodies.

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. Roles and Responsibilities

### **RedR People and Capability manager is responsible for:**

- Ensuring that staff are aware of this policy and that it is implemented and monitored
- Assessing and where relevant, action any recommendations arising from feedback
- Assisting the parties to a complaint and to resolve complaints made under this policy
- Attempting to resolve complaints or action recommendations arising from feedback as soon as is reasonably practicable.

### **Complainants are responsible for:**

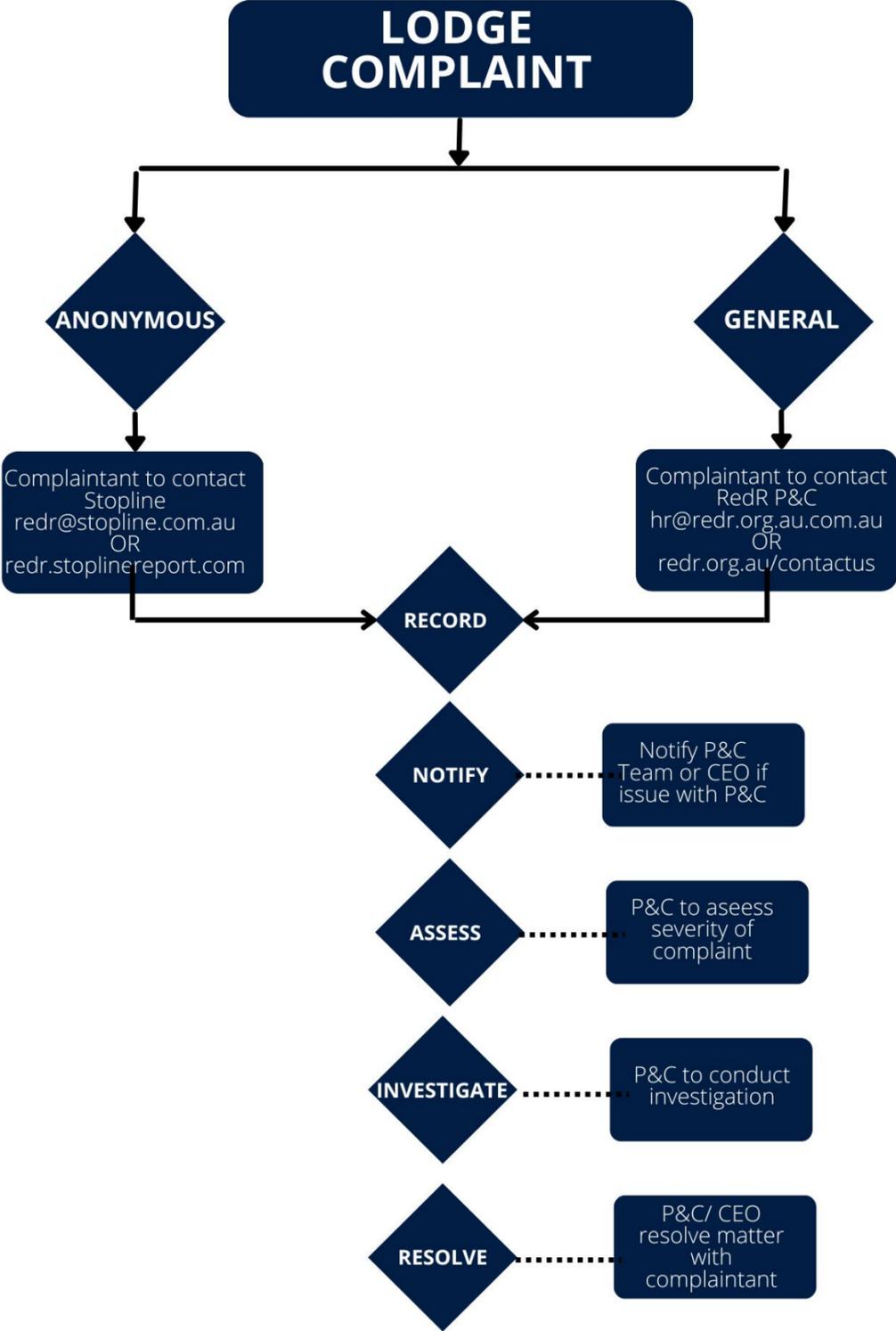
- Engaging in the resolution process under this procedure in good faith. Good faith includes not making frivolous or vexatious complaints and acting truthfully.
- Ensuring confidentiality throughout the resolution process.

### **All persons involved in seeking a resolution of a complaint:**

- Must respect the rights of the complainant, the respondent and any other persons involved
- Must not victimise any person for making a complaint or for their involvement in the resolution of a complaint.

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## 8. Flow Chart



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## 9. Definitions

<b>Anonymity</b>	The condition of being anonymous.
<b>Complaint</b>	A statement that something is unsatisfactory or unacceptable.
<b>Confidentiality</b>	Confidentiality is essential to maintain the rights and integrity of the feedback and complaint process. Only people directly involved in making, investigating, or resolving complaint/feedback will have access to the information.
<b>EAP</b>	Employee Assistance Program
<b>Redr Representative</b>	RedR Senior Management Team, Program Managers, Human Resources, or a RedR team member to whom the grievance has been reported to.
<b>Victimisation</b>	The action of singling someone out for cruel or unjust treatment.

## 10. Related Policies and Documents

Grievance Policy  
RedR Employment Terms and Conditions  
RedR Deployee handbook  
Code of Conduct

## 11. Document Control

<b>Reviewed by:</b>	P&C Officer
<b>Approved by:</b>	P & C Manager
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