



Complaints Policy

Policy number	POL008	Version	2
Drafted by	Rebecca O'Sullivan	Approved by Board on	March 2023
Responsible person	Megan Hall, Executive Officer (EO)	Scheduled review date (2yrs)	March 2025

Purpose: This policy provides guidance for any person who comes into contact with the AAFIE Foundation (AAFIE) to have the right to lodge a complaint or to appeal a decision of the organisation and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

Policy Statement: AAFIE will:

- consider all complaints it receives
- treat all complainants with respect, recognising that the issue of complaint is important to the complainant
- maintain confidentiality of parties involved, keeping any information private to those directly involved in the complaint and its resolution
- resolve complaints, where possible, to the satisfaction of the complainant
- deal with all complaints in a timely manner (acknowledge receipt within 3 business days with a resolution received within two weeks)
- keep parties to the complaint informed of progress of the complaint
- ensure that feedback data (both positive and negative) is considered in organisational reviews and in planning service improvements.

Scope/Applicable To: AAFIE Board directors, staff, volunteers, members and those who work with AAFIE

Procedure: A person wishing to make a complaint may do so in writing or verbally to a member of the Board or the Executive Officer. If it involves these parties, the complainant may wish to refer to the ACNC or other regulatory bodies and will do so for all appeals.

The person processing the complaint or appeal will register it in the Complaints Register, ensuring all relevant documentation is completed and the complainant is kept informed.

The complaint will be resolved, within two weeks, and in one of three outcomes categories -

- Upheld (and if so what will be done to resolve the complaint)
- Resolved (and how this has been achieved)
- No further action can be taken, the reasons for this.

Complaints Register: Will be maintained confidentially by the EO and will include:

- Date lodged
- Name and contact details of complainant
- Type of complaint
- Details and nature of the complaint
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

The data in the Complaints Register will be given to the Board of Directors at any time and analysis will be fed into a continuous review and improvement process as required.

Related Documents: Governance Manual, Membership Policy