



SUGGESTIONS, CONCERNS AND COMPLAINTS POLICY

Introduction

Reledev Australia Limited encourages employees, volunteers, partner organisations, beneficiaries, donors, members of the public etc. to inform Reledev of any issues or concerns against Reledev that they may have at the earliest opportunity. This should be done personally *in situ* with a Reledev supervisor or with the relevant local partner authority who will, in turn, communicate with Reledev via email to email@reledev.org.au

Purpose

The purpose of this document is to provide an avenue through which employees, volunteers, partner organisations, beneficiaries, donors, members of the public etc. may direct their suggestions, complaints and concerns to Reledev.

It is Reledev's priority to inform others that it is open to learn from their suggestions, contributions and complaints, and that they have the right and duty to make these contributions freely and whenever they see it necessary.

For example local partners are instructed to:

- Document all suggestions, complaints and concerns and communicate them as promptly as possible to Reledev for prompt and fair action.
- Make documents as simple and clear as possible, to be readily understood by the person(s) making the suggestion, complaint or concern.
- Provide a statement of the situation reported signed by the person filing the suggestion, complaint or concern and the person authorizing its transmission to Reledev. This will enable Reledev to understand the situation and provide a fair resolution.
- Never prevent a stakeholder from filing a suggestion, complaint or concern. If the member of the local NGO does not agree or see the need to report the suggestion, complaint or concern, they should get a third person to intervene before stopping the stakeholder input.



Policy

Reledev Australia Limited has established the following mechanisms to promote fast and efficient resolution of issues arising between employees, volunteers, partner organisations, beneficiaries, donors, members of the public etc. and the agency itself:

1. No individual will be intimidated or unfairly treated in any respect if they use this Policy to resolve an issue.
2. If a complaint comes from an overseas partner then members of the local partner must contribute to make the situation clear to Reledev but must not distort facts as far as they can ascertain.
3. All formal suggestions, concerns and complaints will be fully documented in a language that is clearly understood by the complainant filing the complaint.
4. The Program Manager should check for clarification of the issue to ensure they fully understand the complainant's concern.
5. Reledev will act as fairly and as promptly as possible.
6. All parties are to maintain complete confidentiality at all times.
7. Issues referring to an alleged breach of the ACFID Code of Conduct are especially urgent and must be handled with special fairness and promptness.

Training of staff and volunteers

Upon successful application all employees and volunteers of Reledev and partner organisations will receive training to ensure that they are aware of the suggestions, concerns and complaints policy and can implement it should the need arise.

Complaints against Reledev should be addressed to email@reledev.org.au so that prompt action can be taken. Complaints against Reledev upon breach of the ACFID Code of Conduct can be addressed to the ACFID Code of Conduct Committee at code.acfid.asn.au

Review process

To improve as an organisation, Reledev will endeavour to undertake fortnightly review and analysis of information that arises from suggestions, concerns and complaints.

Revised March 2015