
Purpose

Living Child Inc. (LC) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. Our policy is:

- to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- to publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- to make sure everyone at LC knows what to do if a complaint is received;
- to make sure all complaints are investigated fairly and in a timely way;
- to make sure that complaints are, wherever possible, resolved and that relationships are repaired;
- to make sure our complaints procedure is accessible for all and published on the LC website: and
- to gather information which helps us to improve what we do.

Policy

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Board of LC.

Review

This policy is reviewed regularly and updated as required.

Complaints procedure

- 5.1. Written complaints in Australia may be sent to LC at PO BOX 410 Bull Creek WESTERN AUSTRALIA 6149 or by email to sara@livingchildinc.org.au or mrbullard@hotmail.com
- 5.2. Written complaints from PNG may be sent to LC at PO BOX 410 Bull Creek WESTERN AUSTRALIA 6149 or by email to julie@livingchildinc.org.au
- 5.3. Verbal complaints may be made by phone to +61 405 334 501 or in person to any of LC's staff, volunteers or Board members.

5.4. Complaints can also be made directly to the Australian Government Australian Charities and Not-for-profits on 13 ACNC (13 22 62) or on their [website](#)

Receiving complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- write down the facts of the complaint;
- take the complainant's name, address and telephone number; note down the relationship of the complainant to LC (e.g. donor, mailing list member);
- tell the complainant that we have a complaints procedure;
- tell the complainant what will happen next and how long it will take; and
- where appropriate, ask the complainant to send a written account by post or email

Resolving complaints – Stage One

- In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the CEO within one week.
- On receiving the complaint, the CEO records it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.
- If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.
- Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.
- Ideally, complainants should receive a definitive reply within four weeks. If this is not possible – because, for example, an investigation has not been fully completed – a progress report should be sent with an indication of when a full reply will be given.
- Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken because of the complaint.

Resolving complaints – Stage Two

- If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Chair.
- The request for Board level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.
- The Chair may investigate the facts of the case herself / himself or delegate a person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.
- If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.
- The person who dealt with the original complaint at Stage One should be kept informed of what is happening.
- Ideally, complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.
- The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

Variation of the complaints procedure

The Board may vary this procedure if it has good reason for doing so, such as a conflict of interest. For example, if the complaint was about the Chairperson, it would not be appropriate for the Chair to conduct a Stage Two review.

Complaints to a regulator

Complaints can also be made directly to the Australian Government Australian Charities and Not-for-profits on 13 ACNC (13 22 62) or on their [website](#)

In the event a regulator receives a complaint in relation to LC, LC will cooperate with that regulator as appropriate.

Monitoring and learning from complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Other

- This Complaints Policy is to be published on LC Website in order to be readily accessible to staff, volunteers, Board members and members of the community both in Australia and Papua New Guinea
- An additional Complaints Policy will be developed in the format of an infographic to ensure this information is accessible and understandable to vulnerable people where English is not their first language.
- Volunteers will receive the Complaints Policy upon induction.
- Communities in PNG will be reminded regularly that they are able to provide feedback to LC if they wish.

Infographic

See below a simple draft infographic written in Tok Pisin to explain the process of making a complaint for our PNG staff and volunteers, where English is their second language and low literacy rates may be present.



Toktok Julie mekim komplon

Legislation

<https://www.accc.gov.au/consumers/complaints-problems/make-a-consumer-complaint>

Definition of a complaint

- A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of LC.
- Complaints may come from staff, volunteers, board members, donors and members of the community who we contact about our work, or any other person or organisation with an interest in LC and its activities.
- A complaint can be received verbally, by phone, by email or in writing.