



**EDUCATING
THE FUTURE**

Complaints Handling Policy

Status Information

Currency of Version

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COMPLAINTS HANDLING POLICY

Policy number:	21	Version:	1
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Responsible person:	Board of Directors	Scheduled review date	11/06/2021

INTRODUCTION

Educating The Future (ETF) Australia is committed to ensuring that we accurately assess, resolve and follow up complaints in order to improve its delivery of education related programs. This policy is intended to ensure that ETF handles complaints fairly and effectively. ETF views complaints as an opportunity to learn and improve procedures and management, for both the organisation and complainant.

PURPOSE

Management and handling of complaints by ETF is fair, efficient and accessible. The organisation has a respectful and productive workplace culture where donors, members and staff can raise their concerns directly. This policy, under the key principles of ETF, establishes a general complaint handling process, providing guidelines for complainants and complaint recipients. This policy aims to support the provision of the highest quality service to our donors, to increase the level of donor satisfaction with delivery of ETF's service and to enhance ETF's relationship with our donors.

SCOPE OF POLICY

This policy applies to all Volunteers, Directors, contractors, governing bodies, donors, third party organisations or stakeholders. That the receiving and management of complaints by the public and donors made to ETF or about ETF, regarding service, or staff, follow the complaint handling process. A complaint may be an expression of dissatisfaction made by a donor, or member of the public about any aspect of service, such as behaviour or decisions by staff, practices, policies or procedures provided by ETF. It may also be a complaint by a member of staff relating to a range of concerns including interpersonal conflict, disagreement of service application or staff behaviour.

1. ETF is committed to addressing complaints by individuals or groups as based on its nature, meaning care will be taken so the procedure fits the requirements of the complaint. ETF is committed to:

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- a. Recognising the individuals right to make a complaint, comment or suggestion about the level and quality of service, or staff
- b. Encouraging the submission of complaints about service or staff
- c. Providing an efficient, fair and accessible mechanism for the resolution of complaints
- d. To monitor and prioritise complaints in a timely manner
- e. To thoroughly collecting and recording data of complaints, identifying improvements of service and staff
- f. The provision of information about ETF's complaint handling process
- g. Promoting a positive attitude to the commitment to resolving complaints
- h. Regularly reviewing ETF's complaint handling process to ensure it is efficiently delivering its outcomes

RESPONSIBILITIES

ETF and its staff are committed to be fair, effective and efficient in complaint handling. The board and governing members of ETF must promote a culture that values complaints and their effective resolution. All staff must understand and comply with the adopted complaint handling practices and when dealing with complaints must demonstrate exemplary complaint handling practices.



PROCESSES

An effective complaints handling process is modelled on the principles of confidentiality, responsibility, efficiency, responsiveness and review. This is a representation of ETF's organisational culture.

Confidentiality

All complaints will be handled privately and carefully. In accordance to ETF's Privacy Policy Section 5.4, ETF will not disclose information about the individual without their consent to other parties. ETF will handle matters discreetly, and at the discretion of the individual. ETF will protect the identity of people making complaints where practical and appropriate. Personal information that identifies individuals will only be disclosed or used by ETF as permitted under ETF's Privacy Policy, and relevant confidentiality obligations.

Responsibility

The responsibility for the management and handling of complaints lies with ETF. It is ETF's obligation to respond and address complaints made to, or about ETF, regarding our services or staff, fairly and efficiently. This requires the provision of adequate support and direction to staff who are directly responsible for handling complaints. Furthermore, ETF is responsible for encouraging staff to assist those responsible for handling complaints in order to resolve the issue promptly. ETF is responsible for recognising errors in service, or misbehaviour of staff, following complaints. ETF is responsible for identifying areas of improvement, and providing recommendations to reduce risk of (a repeated complaint). ETF accepts responsibility for misservice and mismanagement and following complaints, will strive to improve its procedures.

Efficiency

ETF is committed to efficiently assessing, resolving and following up complaints. This requires ETF to regularly review reports of complaint trends and issues arising from donors, members of the public, or staff. As such, ETF will provide adequate resources to ensure complaints are received and addressed accordingly. ETF also understands the value in providing a fair and accessible complaint procedure to donors, members of the public, and staff. ETF promotes the commitment to the resolution of complaints, and aims to conclude matters in a timely manner.

Responsiveness

ETF will ensure the complaint process is dealt with quickly, efficiently and treat complainants with courtesy and will strive to resolve complaints at first point of contact.

Reviews

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In compliance to this policy and its procedures, ETF views complaints as the opportunity to improve procedures and management. This requires an implementation of revised changes arising from complaints, from an analysis of data as directed by ETF members who manage and handle the complaint. ETF is responsible for the regular review of complaints, and the complaints handling process to ensure it delivers effective outcomes.

COMPLAINTS PROCEDURE

- 1) Written complaints may be sent to the official ETF address as specified on the ACNC website or to an official email, including people@educatingthefuture.org
- 2) Verbal complaints may be made by phone to the Managing Director on +614 32 994 885
- 3) Complaints can also be made directly to any staff, or governing bodies, of the organisation

COMPLAINT HANDLING PROCEDURE

- 1) All complaints received by phone, email or in person must be recorded by ETF upon receipt
reivement
 - a) ETF must agree with the complainant the form the response will take (written, or oral)
 - b) ETF must offer the option of anonymity
 - c) If the complaint is in relation to sexual exploitation, abuse or violence in accordance to ETF's Safeguarding & Prevention of Sexual Exploitation & Abuse (PSEA) Policy
 - d) ETF must record the facts of the complaint;
 - e) The complainants name (if applicable), address and email or telephone number
 - f) The relationship of the complainant to ETF (i.e donor, member of the public, ETF staff, mailing list member)
- 2) ETF must inform the complainant of the complaints handling procedure and ETF's commitment to its principles
 - a) ETF values accountability in response to complaints
 - b) ETF embodies respect and honesty
 - c) In the event of internal complaints by ETF staff, this will be referred to ETF's Leadership Team and must adhere to the policies and procedures as outlined. ETF will offer mediation and strive to conclude the issue efficiently and timely
- 3) ETF will, wherever possible, resolve the complaint at first point of contact but when unable to will immediately refer the complaint to a relevant member of ETF with authority to resolve the complaint
- 4) ETF will investigate the complaint of service and staff
- 5) ETF will endeavour to resolve the complaint in its capacity, and will inform the complainant with updates of information as it comes available

ESCALATION OF COMPLAINTS

Level 1: ETF aims to resolve all complaints within this level on the front line. In all areas possible ETF will ensure that all staff will be adequately trained when responding to complaints.

Level 2: Where resolution of complaints cannot be achieved within level 1, ETF may decide to escalate the complaint to a more senior staff member within the organisation. This level of complaint will provide for the following internal mechanisms; assessment and investigation of

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the complaint and any decisions made in regards to the complaint and then the facilitated resolution.

Level 3: Where a person making a complaint is not satisfied with the outcome of their review, they may ask to seek external review of our decision by the board of ETF of the ACNC.

OUTCOMES

1. All complaints will be handled by ETF
2. All complaints will be resolved, if not at first point of contact, in a timely manner
3. All complaints will be recorded, following procedure and a complaints report will be compiled annually

DEFINITIONS

COMPLAINT: an expression of dissatisfaction made to an organisation, related to its products or services, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected.

RELATED DOCUMENTS

1. Complaints-handling: model policy and procedure (ACNC)

[HTTPS://WWW.ACNC.GOV.AU/TOOLS/TEMPLATES/COMPLAINTS-HANDLING-MODEL-POLICY-AND-PROCEDURE](https://www.acnc.gov.au/tools/templates/complaints-handling-model-policy-and-procedure)