



## COMPLAINT MANAGEMENT POLICY

Version	01.1		
Staff Consultation:	18 April 2024	Scheduled review	29 August 2027
Board Approval:	29 August 2024		

### INTRODUCTION

This policy is intended to ensure that Palms Australia can handle complaints fairly, efficiently and effectively.

A complaint is regarded as an expression of dissatisfaction or concern relating to a decision, action or activity of the organisation or one or more of its representatives in the course of their duties. Palms Australia acknowledges its accountabilities to its various overseas partners, program participants, volunteers, donors and staff and is committed to engage and respond to all complaints in an effective and clearly defined manner.

### CONDUCT RELATING TO THIS POLICY

Palms Australia will:

- Ensure this policy is visible and available to all stakeholders via the Palms Australia website and office;
- Provide clear and easily understandable information to all stakeholders about how to make complaints, both in Australia and countries where it works;
- Include in its induction and orientation processes for Directors, employees, volunteers, program participants and Australian and in-country partners, appropriate references to its complaint-handling policy and application;
- Ensure that personnel directly involved in complaint-management, in Australia are fully trained in the policy and associated processes;
- Ensure complaint-management processes are responsive, thorough and fair;
- Provide accessible, safe and discreet points of contact for stakeholders in Australia and countries where it works.

### CONFIDENTIALITY AND ANONYMITY

- At its discretion, Palms Australia will only consider anonymous complaints if sufficient information is provided.
- In cases where a person or entity is making a complaint on behalf of a stakeholder, Palms Australia will need to contact the stakeholder for permission to communicate with the person or entity.
- Palms Australia will ensure confidentiality of all personal details of all involved in the process.

### COMPLAINT RESOLUTION

Palms Australia will:

- Aim to resolve complaints at the initial point of dissatisfaction or concern, quickly and efficiently;

- If a complaint cannot be resolved immediately, acknowledge the complaint within five (5) business days;
- Assess the nature of any complaint; and may reject it if it is deemed to be frivolous, vexatious, not made in good faith, misconceived or lacking in substance;
- Ensure the handling of a complaint takes into account the needs of the most vulnerable and considers minority and disadvantaged stakeholders.

## REVIEW , FEEDBACK AND APPEAL

Palms Australia will:

- Review a complaint on appeal or claim of dissatisfaction with respect to an outcome;
- Advise complainants of their ability to make a complaint regarding an alleged breach of the Code of Conduct by the organisation to the Palms Australia Board of Directors;
- Maintain a Register of Complaints recording details from the Feedback Form and outcomes handling;
- Ensure reporting of complaints are a standing item on the Board of Directors Board Meeting Agenda.

In the event of a complaint being lodged with the Board of Directors, Palms Australia will:

- Ensure any complaints are tabled at the next scheduled Board of Directors meeting
- Comply with any corrective and disciplinary action agreed with by the Board of Directors, in the case of an agreed upon breach of duty;
- Comply with requirements set by the Board of Directors to put in place measures to minimise the risk of the breach recurring.

## FEEDBACK FORM

A feedback form including the following information shall be made available on the website and in paper form if required.

Name (given and surname): \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ State/Province: \_\_\_\_\_

Country: \_\_\_\_\_

Telephone contact: \_\_\_\_\_

Email contact: \_\_\_\_\_

Are you lodging a complaint on behalf of someone else? Yes  or No

(If Yes, we will need to contact the complainant for his or her permission to liaise with you.)

Details (please be specific and ensure information is relevant. Attach further pages if necessary):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What remedy or outcome would you like to see? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you for taking the time to provide us with this information.

Please forward this form to: [feedback@palms.org.au](mailto:feedback@palms.org.au)

## REVIEW

This policy will be reviewed from time to time or as legislation is amended, considering current good practice and applicable regulatory advice.

## VERSION CONTROL

Version	Purpose/ Change	Author	Date	Review	Date
01.1	Update to new format	Jen Wiggins	17 April 2024	Soraya Kassim	28 April 2024