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## **Overview**

Baptist World Aid Australia (BWAA) is committed to efficiently and effectively resolving any complaints from stakeholders. BWAA defines a complaint as an expression of dissatisfaction, however it is made, relating to standard of service, action or absence thereof by BWAA staff or related parties. In relation to complaints concerning financial contributions in whatever form, requests for refunds for legitimate reasons will be determined on a case by case basis.

BWAA management and staff recognise the importance of complaints and regards them as an opportunity to rectify issues that have been identified as well as an opportunity to better serve all stakeholders.

## **Policy Aims**

The policy aims to fulfil the following:

- To deal with complaints in a timely manner
- To provide the highest quality of service to our sponsors and donors
- To use the feedback obtained from complaints raised to identify areas of improvement
- To use the opportunity that an issue raises to enhance the relationship with our sponsors and donors

In recognising informal complaints that are dealt with in short timeframes the policy aims to fulfil the following:

- To respond with the necessary level of information and an apology if required
- To resolve informal concerns and complaints in the shortest possible timeframe
- To effectively manage the communications surrounding the issues raised

## **Procedures BWAA Follows for Complaints**

Complaints will be received in the following formats

- Telephone
- Letter
- Facsimile
- Emails
- In person

Once the complaint is received, no matter the nature or relevance of the complaint, all reasonable steps will be taken to ensure the gathering of all necessary information for the ultimate resolution of the complaint.

The process BWAA follows for the resolution of complaints is as follows:

1. The member of staff receiving the complaint is empowered in the first instance to deal with the complaint and enact any steps to resolve the complaint at the initial point of contact
2. If the complaint is unable to be resolved at this first point of contact then an acknowledgement of the complaint will be provided to the complainant within 5 days of the complaint having been received.



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## COMPLAINTS POLICY AND PROCEDURES\*

3. If the complaint cannot be resolved or a solution enacted at the first point of contact then the complaint is to be referred to the Manager of the Department where the issue has been identified.
4. The Manager of the Department is directly responsible for ensuring the resolution of the issue either directly or by delegation to an authorised staff member.
5. If the complexity of the issue precludes a timely resolution by the Manager of the Department then the matter is elevated to the Complaints Handling Officer who will liaise with the Manager of the Department and the Director of Business to enact a resolution to the satisfaction of all parties.
6. If the complaint relates to an issue raised by a statutory body such as ACFID, AusAID, ATO, ASIC, Workcover or state based fundraising authorities then the CEO is to be advised immediately and the Complaints Handling Officer takes immediate control of the complaint.
7. If a complaint is raised and has not been resolved to the satisfaction of the stakeholder then the matter will be forwarded to the CEO for review and determination on the next steps.

The CEO may enact the following process for complaints that have not been resolved according to the above:

1. Reconsider any original decisions and actions taken and implement additional and/or further corrective measures
2. Nullify any previous decisions or actions taken in relation to the complaint and enact new measures for the resolution of the complaint
3. Endorse the actions taken under the complaints resolution steps with no further action
4. Provide for the minor variation of the resolution steps to provide satisfaction to the parties involved

Please Note:

- All information provided will be treated with the strictest confidentiality. Any sharing of information will only be made with the permission of the parties involved
- BWAA undertakes to keep all parties informed of the actions being taken and the progress of the complaint
- BWAA undertakes to complete any investigation and enact any remedial actions in a timely manner

### Third Parties

If a complainant believes his/her complaint has not been adequately or appropriately addressed by BWAA, the following organisations can be utilised as an independent source for handling their complaint

#### **Australian Council for International Development (ACFID)**

Web Link: <http://www.acfid.asn.au/code-of-conduct>

Telephone: Code Management Team + 61 2 6281 9222

#### **Australian Baptist Ministries (ABM)**

Web Link: <http://www.baptist.org.au/>

Telephone: ABM National President + 61 8 8261 1844