

# INTERNATIONAL NEEDS AUSTRALIA

## Board of Directors Policy

### **Title: 1.9 Policy on Complaints**

**Date of Adoption:** 28<sup>th</sup> May 2014

**Amended** 13<sup>th</sup> August 2014

**Amended** 30<sup>th</sup> August 2017

**Amended** 26<sup>th</sup> August 2020

*This Policy is to be reviewed no later than 26<sup>th</sup> August 2023*

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#### **Purpose**

International Needs Australia (INA) expresses our commitment to providing high quality programs, and operating in an open and accountable manner. We realise that there may be occasions when we do not meet the reasonable expectations of all stakeholders at all times. Our stakeholders have a right to complain when this occurs. All complaints are taken seriously, and will be handled in an effective and confidential manner. INA commits to maintaining a fair, accessible and transparent complaints system both in Australia and for project participants overseas, and to training staff in its implementation.

#### **Definitions**

A “complaint” is a formal expression of dissatisfaction or discontent about someone or something. INA is committed to a transparent and efficient process of handling complaints.

This policy addresses complaints regarding:

- (a) Actions of INA.
- (b) Actions of an INA partner organisation.
- (c) Behaviour of INA staff, project visitors and volunteers.

This policy does not address complaints:

- (a) Which are offensive, abusive or malicious: such claims will not be considered.
- (b) Received as part of a bulk mail or an email to multiple organisations: such claims will not be considered.
- (c) Which involve breaches of the criminal code: these will be referred to the Police for further action.

#### **Policy**

##### **Lodging a Complaint**

Complaints should be lodged as soon as possible after the complainant becomes aware of the concern. Complaints made more than 24 months after the event will not be considered unless they are of a serious nature.

Complaints should be directed to the Chief Executive Officer, or to the Board Chair (contact details below) where the CEO is the subject of the complaint. Complaints may also be lodged via the INA website at: <https://www.ina.org.au/complaints/>

Chief Executive Officer

Ph: 1300 731 550

Email: [ceo@ina.org.au](mailto:ceo@ina.org.au)

Board Chair

Email: [boardchair@ina.org.au](mailto:boardchair@ina.org.au)

### **Lodging a Complaint Overseas**

INA acknowledges that all beneficiaries and stakeholders have the right to make complaints but that INA does not have the capacity to communicate with everyone. As such, INA will support partners to implement their own complaints handling mechanism in compliance with this Policy and ACFID and DFAT standards. These mechanisms must be suitable to the cultural context, advertised to all stakeholders in appropriate ways and made accessible (including being able to make complaints orally or confidentially) to all people.

Complaints received by partners which concern INA funded staff or projects will be forwarded to INA to be addressed in agreement with the relevant partner CEO. Minor complaints or complaints about partner programs which do not concern INA may be handled solely by the partner, but in all cases should be reported to INA.

### **Complaint format**

Complaints should include; details of the concern (including the time, date and place it occurred if relevant) and contact details of the complainant in case INA needs further information or clarification of the concern. Complaints made anonymously will be investigated to the extent possible. A complaint format can be found and submitted on the International Needs Australia website. Alternatively a complaint can be made by phone, fax, mail, email or in person.

See INA's Complaints Handling Procedures for more information on complaint investigation procedures.

As a signatory to the ACFID Code of Conduct, complaints can also be made regarding any issues of compliance with the Code. A link to ACFID complaints procedures can also be found on the INA website.

Complaints will be handled with the highest level of confidentiality possible without affecting the investigation.

### **Cross Reference**

Procedures Manual – Vol. 2, Section 5.0: Complaint Handling Procedures  
ACFID Code of Conduct Complaints processes - <https://acfid.asn.au/content/complaints>

