

Appendix 19. Complaints Procedure

(Next review by July 2026)

Policy number	19	Current policy version	2
Original policy approved	July 2020	Previous review date	July 2023
Current policy reviewed by CEO	JP	Current version approved by Committee of Management on	July 2023
Responsible person	CEO	Scheduled review date by	July 2026

Complaints and Feedback

Assisi Aid Projects (Assisi) welcomes feedback from supporters. Complaints and feedback provide an opportunity to improve the quality of work, build the trust and confidence of stakeholders, identify areas that require improvement, and learn from feedback provided.

Assisi recognises the importance of being accountable and recognises the right of every individual connected to its programs and its staff to raise issues of concern about other participants, staff or the services and programs provided. A clear and visible complaint handling procedure ensures stakeholders are able to express their concerns with the assurance that issues will be addressed.

Who can make a complaint?

Anybody who participates in Assisi's development activities, as well as partners and other stakeholders has the right to expect a good service from Assisi projects.

A complaint or dispute can be made by an external body, party or individual. This includes participants, partners, members of the public, donors, or external agencies.

Assisi ensures partner organisations inform project stakeholders (program participants, donors, funders, partners) about their right to make a formal complaint about Assisi's program, partners and/or ways of working, and the process to do so.

Making a complaint

Reports can be made in person (by appointment) or by telephone, post or email. Reports can be made within business hours or outside business hours. Complaints can be made in person, with an appointment. If you prefer, you can discuss the issue with a person you trust, and this person can make the complaint on your behalf. If,

at any time, you are not sure about whether to make a protected disclosure, you can get independent legal advice. Any discussions you have with a lawyer will be protected under this procedure and under law.

If you need help and wish to remain anonymous, Assisi will assist you to make a complaint by providing access to a third party or staff member not associated with your complaint. Please refer to the Privacy Policy regarding confidentiality.

When making a complaint, provide as much detail as possible about the complaint and if you can, explain the outcome you are seeking to rectify this matter.

Once your feedback or complaint has been received, it will be dealt with internally for consideration and resolution. This Complaints Procedure details Assisi's approach to acknowledging and resolving a complaint.

Please address your complaint to the Chief Executive Officer:

Assisi Aid Projects,

247-251 Flinders Lane,

Melbourne,

Victoria 3000

Australia.

Tel 0419 316 296.

Email: assisi@assisi.org.au

If the complaint is related to the Chief Executive Officer, please address your complaint to the President of Assisi Aid Projects: President@assisi.org.au

Complaints related to Assisi partner organisations can also be lodged at assisi@assisi.org.au or in-country, as below:

India Programs

Integrated Development Trust (IDT) Vadanallur,

Uthiramerur, Kancheepuram District,

Tamil Nadu, India

Postal Code: 603 406

Tel: +91 044 27272344

Contact: Mr Sathiyaseelan

Email: sat.idf@gmail.com

IDT Board of Trustees: idtvanallur@gmail.com

Nepal Programs

Federation of Business and Professional Women Nepal

77 Bhrigu Marg

Buddhanagar - 10

Kathmandu

Nepal

Tel: +977 9841814928

Contact: President: Kamalesh L. Rajbhandary

Email: kamalesh@bpwnepal.org.np

FBPW Email: fbpwn@bpwnepal.org.np

Indonesia Programs

Dreamdelion Indonesia

Rumah Sejati Dreamdelion

Jl. Jogorogo, Gentong, Kec. Paron, Kabupaten Ngawi

Jawa Timur, Indonesia

Postal Code: 63253

Tel: +62 81286069639

Contact: Alia Noor Anoviar

Email: alia@dreamdelion.com

Whistle Blower Policy

If you suspect serious misconduct related to the disclosure, or witness of fraudulent, corrupt or unethical behaviour by Assisi, or if you feel unable to raise a concern through the standard feedback channels because of fear of identification or reprisal, you may use the process outlined in our [Whistle Blower Policy](#). Please refer to the [Privacy Policy](#) regarding confidentiality.

ACFID Code of Conduct

Assisi is a signatory to the ACFID Code of Conduct, a voluntary, self-regulatory code that sets out an organisation's commitment to conducting its activities with integrity and accountability.

If your complaint is concerning Assisi not complying with the ACFID Code of Conduct, please lodge a complaint directly to Assisi, and if you are not satisfied with the response you can lodge a complaint with the ACFID Code of Conduct Committee

directly as outlined here: <https://acfid.asn.au/content/complaints>

Receiving a complaint

If Assisi receives a complaint, the below steps are followed:

1. Assisi will acknowledge receipt of a complaint in writing within three working days.
2. Complainants are treated with respect. Staff receiving complaints will listen, accept the complaint, and be courteous and committed to solving the complaint. The intention is to always resolve a complaint to the satisfaction of all parties.
3. If complaints can be solved immediately then staff must be encouraged (and managed) to do so.
4. All complaints will be resolved in a timely manner locally and referred to the Chief Executive Officer or President of the Committee of Management if unresolved.
5. If the complainant does not accept the resolution, Assisi and the complainant may refer to an external investigative body such as the Ombudsman's Office.
6. In the event that a complaint is deemed to be unreasonable the complainant will be advised in writing of such, and no further communication will be entered into in regard to that complaint.

Recording and resolution process for complaints

If complaints are not immediately resolved, they need to be recorded on the Assisi Complaints register. This register is stored securely to protect the sensitive and confidential content. The Chief Executive Officer (CEO) presents all received complaints to the Committee of Management at the next Committee of Management meeting. There may be instances where the CEO presents the complaint to the Committee of Management immediately.

Depending on the nature of the complaint, the CEO and/or the Committee of Management will devise an action plan to investigate and respond to the complaint.

Assisi will inform the complainant of the outcome by phone and/or writing or email in a timely manner. The CEO and/or Committee of Management will undertake a reflective learning process to identify the origins of the issue/s raised and any potential improvements to Assisi's practices.