

Global Aid Network (GAIN)

Complaints Handling Policy

Purpose

This policy is intended to ensure that Global Aid Network (GAIN) handles complaints fairly, efficiently and effectively by outlining the key principles on which our complaints handling system is based.

This policy also provides guidance to those who wish to make a complaint.

Spiritual Context

Our policy seeks to honour God by acting ethically, morally, responsibly and with integrity, and to be wise stewards of the resources God has provided.

Scope

This policy applies to all employees, volunteers, contractors, and board members who receive or manage complaints from the public or other external stakeholders about GAIN, about our activities or products, our people, or our complaint handling process.

This policy does not apply to internal complaints or grievances.

Definitions

Complaint

A complaint refers to an expression of dissatisfaction made to or about GAIN, its activities, people, or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.¹

Complaint handling process

This includes all policies, procedures, practices, people, hardware and software used by GAIN in the management of complaints.

Dispute

An unresolved complaint escalated either within or outside of our organisation.

Grievance

A clear, formal written statement by an individual GAIN employee, volunteer, contractor or board member about another employee, volunteer, contractor or board member.

Policy Position

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¹ AS/NZ 10002:2014

GAIN is committed to an effective complaint handling system that is modelled on the principles of fairness, accessibility, responsiveness, efficiency and integration into its organisational culture. When children are involved in Power to Change activities, complaint handling processes will be child focused and accessible to children.

The GAIN complaint handling system will include:

1. Facilitation of complaints

Complaints and feedback will be dealt within a reasonable time frame and those making complaints will be:

- Provided with information about our complaint handling process and how to access it
- Listened to and treated with respect, and
- Provided with reasons for GAIN decisions and any options for redress or review.

GAIN will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on behalf of them.

Anonymous complaints will be accepted if there is a compelling reason to do so and GAIN will carry out a confidential investigation of the issues raised where there is enough information provided.

We will ensure that information about how and where complaints may be made to or about GAIN is easily available and ensure that our complaint handling processes are clear and accessible to everyone, particularly people who may require assistance.

2. Response to complaints

GAIN commits to responding to complaints by:

- Acknowledging them promptly and, if possible, resolving them at first contact
- Assessing and prioritising complaints in accordance with the urgency and/or seriousness of the issues raised, and responding immediately if a matter concerns an immediate risk to safety or security
- Managing people's expectations by informing them of the complaints process, the expected time frames for action, the progress of the complaint and any reasons for delay, their likely involvement in the process, and the possible outcome of their complaint, and
- Advising people as soon as possible when the complaint cannot be dealt with by GAIN and providing them with details of where their issues may be directed.

Each complaint will be addressed with integrity and in an equitable, objective and unbiased manner and conflicts of interest will be managed responsibly.

The identity of people making complaints will be protected where this is practical and appropriate.

3. Manage the parties to a complaint

Where a complaint involves multiple organisations, or multiple areas within GAIN, communication and information sharing will be co-ordinated to facilitate a clear process and timely response.

Where GAIN services are provided by other organisations, those services are expected to have an accessible and comprehensive complaint management system.

4. Commitment to dispute resolution

When a complaint cannot be resolved within the GAIN complaint management processes, the complainant may appeal in writing to the National Director who will review the steps taken, and may request further investigation or appoint an independent person to assist in reaching a resolution to the dispute.

Record Keeping

GAIN will keep records about:

1. Complaints received
2. The outcome of the complaint, and
3. Outstanding actions to be followed up.

Responsibilities

GAIN expects all its people to be committed to fair, effective and efficient complaint handling.

GAIN National Director

The National Director is responsible for implementing this policy and promoting a culture that values complaints and their effective resolution.

The National Director is also responsible to appoint an independent person to assist in a dispute resolution process if this is warranted.

The National Director will report to the board on complaint handling.

Related Documents

- Whistleblower Protection Policy
- Safe Ministry Policy
- Privacy Policy
- Employment Policies
- GAIN Constitution

Policy Review

This policy is to be reviewed every four years by the Board unless there are changes to relevant legislation or standards that require an earlier review.

Any minor changes such as updating “Related Documents” that have no material effect on the intent of the policy will be made without being referred to the Board.

Document Control

Document Number:	O21
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