

SURFAID

SurfAid International Complaints Policy

Goal

We value complaints as they assist us to improve how we operate and deliver our services.

This policy has been designed to assist supporters, stakeholders, and staff. SurfAid is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all stakeholders making a complaint equally and with respect.

Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made to staff by a supporter, program partner, community member where we work or member of the public in relation to our organisation or activities.

Recording complaints

All complaints made, verbal or written, will be recorded at the time the complaint is made; and immediately passed on to the relevant staff member (eg Development Manager, Communications Director). If a resolution that is fully acceptable to the complainant is not immediately arrived at, the International Marketing Fundraising Director or CEO is to be briefed on the complaint. The staff member who took the details should record the complaint. Records of all complaints, whether resolved or not, are to be provided to the International Marketing Fundraising Director or CEO.

When taking a complaint, staff will record the name and contact details of the complainant, as well as full details of the complaint including the date. Details of all communication with the customer and any actions to resolve the complaint should be recorded in the same place.

Recorded complaints will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues.

Complainants' personal details or details of their grievance will not be divulged to third parties unless we have their written consent.

Informing customers of progress

We strive to resolve all complaints within seven days. Written complaints will be acknowledged promptly.

An approximate resolution timeframe will be provided at the time complaints are lodged. Reporting on the progress of such complaints will be provided regularly to complainants, especially if there are any delays or changes to what has been agreed.

Reporting of any changes to our processes or deliverables as a result of complaints will also be undertaken.

Responding to complaints

All persons making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact. If appropriate to the complaint, frontline staff may offer a refund of donations made to resolve a complaint immediately. Such complaints will still be recorded.

If the complaint cannot be resolved immediately, the customer will be given a timeframe, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

Escalation of complaints

If the usual complaints process cannot resolve a complaint, it is to be referred to the Board of Directors. The complainant is to be informed and given an amended timeframe for resolution. All complaints of breach of the ACFID Code of Conduct are to be reported to the Board.

If the grievance still cannot be satisfactorily resolved, SurfAid will inform complainants where, externally, they can take further action (eg ACFID).

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SurfAid International Australia is a member of the Australian Council for International Development (ACFID) and is a signatory to the ACFID Code of Conduct. The Code requires members to meet high standards of corporate governance, public accountability and financial management. Complaints relating to alleged breaches of the Code of Conduct by any signatory agency can be made by any member of the public to the [ACFID Code of Conduct Committee](#). More information about the ACFID Code of Conduct can be obtained from SurfAid International and from ACFID at: W: www.acfid.asn.au E: code@acfid.asn.au