

## Complaint Handling Policy

**Introduction** This document describes the Complaint Handling Policy of AMAF which has been implemented to ensure compliance with the laws and regulations relating to complaint handling.

**Application** This Policy applies to all employees, officers, director, representatives, and volunteers of AMAF.

**Control Objective** This Policy's objective is to minimize damage to our reputation and reduce the risk of litigation by handling complaints from our beneficiaries, donors, or general public in a timely, effective and consistent manner.

**Person Responsible** The compliance officer appointed by the board is hereby designated as responsible for the application of this policy, and to review this policy on a regular basis to ensure that it continue to comply with industry laws, regulations, guidelines, and best practices. The compliance officer is also responsible to communicate this firm's policy to all employees, officers, director, representatives, and volunteers of AMAF.

**Definitions** A complaint shall be deemed to be a grievance made against AMAF or against an AMAF member, volunteer, AMAF- funded contractors, project partners and beneficiaries, where the organisation has allegedly failed to meet an expectation and a response or remedy is expected. This includes complaints against our work and our members. The process to make a complaint will be easily accessible for all stakeholders. It will be highly visible on our website. We will accept complaints in the form of a written statement via our website, email, or post. We will also accept a verbal statement over the phone or in person. Our website, email, postal address, and phone number are printed on all our publications and on our website. A complaint should include at least one of the three following elements:

- Complaint about AMAF member, volunteer, AMAF-funded contractors, project partners and beneficiaries or about a AMAF project or activity.
- Potential or actual damages suffered by the client or community.
- Request of corrective measures

For greater certainty, errors that the firm accepted to correct are not considered as complaints unless repetition or recurrence causes grievance to a client. A Complaint Log is a Database to track key elements of the complaint process and category in order to identify potential trends or concerns and to produce reports.

**Avenues for complainant to reach AMAF – We are able to receive complaints orally in person or by telephone and in writing by post, email**

or online via our website. The following are the contact details. By mail - The Chairman, Board of Directors, P O Box 226, Glen Iris Victoria 3146. Telephone- 61 0433088725. Email – ausmedaid@gmail.com. Where complaints are made orally, we will ensure our write up of the complaint contains all the information the complainant wishes to provide.

AMAF Website will contain a section for registering complaints through internal mechanism i.e., email address, phone number and external source i.e. ACFID code of compliance committee. Annual Reports and newsletters will also contain references to this complaint process. If complainant(s) are concerned about AMAF's compliance with the ACFID Code of Conduct, they can make a complaint to ACFID directly: <http://www.acfid.asn.au/code-of-conduct/complaints> **Complaints may be made by a friend or advocate of the complainant on their behalf. Where appropriate, for projects and programs implemented overseas, we will establish complaint committees comprising representatives from partner organisations and members of communities we are serving. Where appropriate we may utilise complaint/suggestion boxes. We recognise that in some circumstances complainants may wish to remain anonymous. Because such complaints can alert us to problems that need fixing, we will accept them though clearly it may not be possible to provide a remedy to an individual.**

### **Complaint Log**

1. For all complaints the policy of AMAF is to:
  - (a) Handle complaints from customers or prospects in a timely, effective, fair and consistent manner.
  - (b) To record complaints centrally in the complaints log.
  - (c) To report complaints to the affiliated organisation whose personnel is involved

**Acknowledgement Letter** When the firm receives a complaint, an acknowledgment letter must be sent to the client within 5 business days. This letter must include the following elements: · Name of the person responsible for handling the client's complaint. · Key elements of AMAF's Complaint Policy; and · Expected delay of the outcome. **Our timeframes.** We will aim to resolve complaints as quickly as possible and within 30 days unless there are exceptional circumstances. If a complaint is not resolved within 30 days, we will inform the complainant of progress and keep them informed of progress every two weeks.

### **Structure of a Complaint Log**

1. All complaints must immediately be reported to the compliance officer.
2. All complaints must be logged in the Complaint Log. The Complaint Log must, at least, include the following **information**: · Date of complaint; · Complainant's name. · Nature of the complaint and the circumstances; · Name

of the person who is the subject of the complaint; · The product or the services which are subject of the complaint; and · The date and conclusions of the decision rendered in connection with the complaint. 3. Complaints in the Complaint Log must be maintained for a period of 7 years, following the resolution date. **Change of Procedures and Disciplinary Measures**

*The compliance officer must* monitor the complaint log and ensure that appropriate disciplinary measures are taken if necessary and provide recommendations for change in the company's procedures if appropriate.

– Board of Directors

**Last Amended** 26 September 2020