



# Motivation Australia complaints handling policy

## 1. Introduction

Motivation Australia (MA) values complaints as they assist us to improve the quality of our work, enhance the trust and confidence of stakeholders and identify areas of work that need to be improved. MA is committed to consistent, fair and confidential complaints 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 people making a complaint equally. MA also recognises that complaints may be received in different ways, such as verbally, via email, telephone, letter or social media.

For the purpose of this policy, the terms below are defined as follows:

- **MA Personnel:** Includes MA staff, consultants, interns and volunteers. Volunteers may include professional volunteers, students, or any other person who has entered into a volunteer contract with Motivation Australia.
- **Complaint:** Any significant expression of dissatisfaction or grievance made by any person (including members of the Australian public, Australian or Overseas stakeholders) against MA or one or more MA personnel in relation to the work of MA.
- **Whistleblowing:** Disclosure of information which exposes suspected illegal, unethical, irregular and/or unsafe practices and/or other wrongdoing within MA.

## 2. Purpose

The purpose of this policy is to facilitate receipt and responses to complaints; and to ensure that Motivation personnel and the Motivation Australia Board of Governors have a clear understanding of Motivation Australia's approach to handling a complaint.

## 3. Scope

This policy deals solely with complaints made regarding the work of MA. To raise a concern related to any of the following issues, refer to and follow the relevant MA policies:

- Child protection (Child protection policy)
- Sexual exploitation and abuse (Prevention of sexual exploitation and abuse policy)
- Equal employment opportunity or discrimination in the workplace including harassment (Equal employment opportunity and anti-discrimination policy)
- Fraud and/or corruption (Anti-fraud and anti-corruption policy)
- Whistleblowing (Whistleblowing policy)

## 4. Policy

4.1. MA will provide advice to stakeholders that our organisation welcomes questions, suggestions, feedback and complaints:

- On our website
- On our summary Annual Report
- Within our partner Memorandum of Understanding documents
- On written project documentation provided to stakeholder's overseas

<i>Motivation Australia complaints handling policy</i>			Version No. V4 KAS	Page 1 of 3
Document no: POL-0031	Effective: 16/01/2015	Last review: 23/01/2020	Next review date: January 2023	
Motivation Australia - Complaints handling 2020 V4 POL.docx			Approval authority: Board or CEO	

- At the commencement of overseas activities such as training delivery
  - Via clearly visible information in local language next to feedback/suggestion boxes, targeting direct project beneficiaries overseas; where appropriate within specific project contexts
- 4.2. A copy of this policy will be made available on MA’s website and to any person on request. This will be clearly stated on our website.
- 4.3. MA will provide avenues for stakeholders from within and outside of Australia to ask questions, make suggestions, provide feedback and make a complaint through a range of mechanisms including:
- Via email and/or telephone with:
    - Two points of email (including report@motivation.org.au) and telephone contact to be provided on the MA website, with at least one of these being a Board member.
    - Email, telephone and website details to be provided on our Annual Report.
    - Project summaries being routinely circulated to all stakeholders including overseas stakeholders will always include: details of MA’s website, contact details for at least one MA team member including email and telephone contact, and invitation to get in touch, raise an issue.
  - Social media such as facebook
  - Verbally, directly to MA personnel or Board Members
  - Verbally, through our overseas partner organisations
  - Via feedback/suggestion boxes made accessible to direct project beneficiaries overseas; where this is appropriate and practical within specific project contexts.
- 4.4. MA will provide advice via our website and annual report to stakeholders of the ability to make a complaint regarding an alleged breach of the Australian Council for International Development Code of Conduct to the ACFID Code of Conduct Committee.
- 4.5. Responding to complaints:
- All people making a complaint will be treated with courtesy; and the process of making a complaint will in no way affect that person’s current or future participation in MA’s work.
  - Where appropriate, and depending on the nature of the complaint, MA may offer to refer complainants to appropriate services for further support.
  - Where possible, complaints will be resolved at the first point of contact. Serious complaints should always be referred to the CEO.
  - Where complaints are made via social media (for example facebook), MA administrators of social media sites will:
    - Assess the nature of the complaint, and determine whether it should be addressed publicly, privately, or both. Wherever possible, a public response will be made, which may be followed up with a more detailed private response.
    - Respond as quickly as possible, taking into account the time required to properly assess the complaint and determine the most appropriate response approach.
    - Refrain from removing the complaint from the public domain unless there is sound justification for doing so (for example the complaint is deemed defamatory, inflammatory, or is in breach of the Australian Privacy Principles (2014))
  - The personal details of any person making a complaint; or details of their complaint will not be divulged to third parties unless MA has their written consent.

<i>Motivation Australia complaints handling policy</i>			<i>Version No. V4 KAS</i>	<i>Page 2 of 3</i>
<b>Document no:</b> POL-0031	<b>Effective:</b> 16/01/2015	<b>Last review:</b> 23/01/2020	<b>Next review date:</b> January 2023	
Motivation Australia - Complaints handling 2020 V4 POL.docx			<b>Approval authority:</b> Board or CEO	

- If the complaint can't be resolved immediately, the person making the complaint will be given a timeframe for when they will be contacted by the most appropriate person to resolve the complaint. Wherever possible, contact will be made within seven days.

#### 4.6. Record, notification and monitoring of complaints:

- Any complaints made, verbal or written, will be recorded in MA's complaints register at the time the complaint is made, or as soon as possible afterwards by the person who has received the complaint.
- Where appropriate, or at the request of the complainant, complaint records will be de-identified.
- All correspondence, actions and resolution relating to a specific complaint will be recorded in the Complaints Register.
- MA's CEO shall be notified of all complaints. Any complaints related to the CEO shall also be referred to the Chairperson.
- The CEO will inform the Motivation Australia Board of any complaints, actions taken and final resolution at the next Board meeting following a complaint.
- Recorded complaints will be monitored on a regular basis for any on-going trends by the Motivation Australia CEO and Board of Governors; and efforts will be made to resolve any on-going issues.

4.7. All MA personnel will be provided with a copy of Motivation Australia's complaints handling policy at induction. Training in how to handle complaints will be addressed as required.

## 5. Responsibility

5.1. The Board of MA has delegated responsibility for handling complaints to the CEO. Where the Board receive a complaint relating directly to the CEO, the Board will manage this complaint.

## 6. Related documents

Document no:	Title and location
TEMP-0004	MA complaints handling register
POL-0001	MA Child protection policy
POL-0011	MA Transparency and Accountability policy
POL-0035	MA Prevention of sexual exploitation and abuse policy
POL-0007	MA Equal employment opportunity and anti-discrimination policy
POL-0034	MA Whistleblowing policy
POL-0033	MA Anti-fraud and anti-corruption policy
TEMP-0001	MA Incident register

<i>Motivation Australia complaints handling policy</i>			Version No. V4 KAS	Page 3 of 3
Document no: POL-0031	Effective: 16/01/2015	Last review: 23/01/2020	Next review date: January 2023	
Motivation Australia - Complaints handling 2020 V4 POL.docx			Approval authority: Board or CEO	