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Complaints Process Policy

1. PURPOSE AND SCOPE

This policy covers the process in which Foresight Australia addresses and resolves complaints about its aid and development activities conducted in Australia and overseas. Foresight believes that having a well-managed mechanism for handling external complaints can improve the quality of its work, enhance the trust and confidence of stakeholders, identify areas of work that need to be improved, and ensure that Foresight learns from the feedback provided through this process. Therefore, Foresight Australia welcomes feedback and will react constructively to complaints from the people it works with: its supporters, donors, the general public, official bodies and its partners.

2. BODY OF POLICY

2.1 Key Principles

- Complainants must be treated with respect. Staff receiving complaints must listen, accept the complaint, be courteous and committed to solving the complaint.
- Contact point is Mr Remy DI Ponio, Suite 82/78 William St Woolloomooloo NSW 2011 who 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 laws, regulations, guidelines and best practices. Mr Di Ponio is also responsible to communicate this firm's policy to all employees, officers, director, representatives and advisors of the organisation.
- Foresight validates receiving concerns and complaints in all relevant communications. The Foresight's website has a prominent tab with the word 'Policies' that also includes this policy and information on how to make a complaint. Foresight will take special care to facilitate complaints from vulnerable populations including children and marginalised groups. If required other conventional ways will be used such as pictorial means of communication.
- Foresight ensures that making a complaint is as easy as possible. It will take complaints orally in person, over the phone and by any written means. The person responsible will do our very best to assist a complainant to put their complaint in writing or to write it down ourselves as faithfully as we can.
- If complaints can be solved (relatively) immediately and on the spot then staff must be encouraged (and managed) to do so.
- If a complaint is not (relatively) immediately solvable it needs to be recorded on a standard Complaints Registration form. Once a complaint has been written down it is considered to be a formal complaint and becomes the responsibility of the Country

Project officer (CPO). If the complaint is about the CPO then it becomes the responsibility of the General Manager in first office in Australia.

- Complaints must be dealt with in confidence. And the principle of confidentiality needs to be made clear to complainants.
- Formal complaints must be replied to within 10 working days of receiving them.
TITLE: Complaints mechanism – ID implementation guidelines
- If a complaint is not upheld and the complainant remains unhappy they have a right to appeal (once). They must be informed of this right. Appeals go to and are the responsibility of the next level of the Foresight’s Board.
- children involved in any ways with Foresight and its activities are also made aware of how to make complaints, and the process by which complaints can be made takes into account the needs of children, and how to respond to children who are making a complaint.
- Complaints relating to a breach of the Australian Council for International Development (ACFID) Code of Conduct by Foresight Australia can be made to the ACFID Code of Contact Committee via www.acfid.asn.au/code-of-conduct/complaints-and-compliance-monitoring .

2.2 Procedures:

There are few stages to handling informal and formal complaints respectively:

2.2.1 General complaints should be addressed to:

Company Secretary

Foresight Australia

Suite 82, 78 William St Sydney NSW 2011

Or

By email: foresight@foresight.org.au

Or

By telephone: 02/80213632

2.2.2 Receiving complaints. Ensure that it is clear to staff, partners and to the community at large to whom and how complaints can be made. Managers and team leaders will need to talk through the guidelines and complaints policy with staff likely to receive complaints to ensure that they understand the rationale behind the complaints policy.

2.2.3 Clarifying complaints (informal and formal). All staff who receives complaints needs to be able to do two important things: clarify what the

complaint is and determine whether it is one to which Foresight is able to respond.

2.2.4 Resolving the complaint: immediately if resolving an informal complaint or investigating complaints – for formal complaints. The majority of complaints Foresight Australia receives will be resolved immediately with common sense and knowledge of the programme. Staff must be encouraged and supported to do this if at all possible. However, some complaints about programmes and/or staff ways of working cannot be resolved immediately or easily. If complaints are programme related, they are likely to require time, effort and analysis to resolve – but they should be resolvable in countries where we have operative teams and resources. Others may be more complex and may require additional support (eg. audit, regional staff, etc).

2.2.5 Learning from complaints and amending our practice appropriately. A key part of the complaint process is to identify any issues that need to be addressed in our programme delivery and/or ways of working so that similar complaints do not arise. This will be the responsibility of staff receiving the complaint, especially if the issue is at a local level, with overall responsibility resting with the CPO for country-level learning.

3 Accessing the Complaints Process Policy

Foresight recognises the importance of Board Directors, staff, volunteers, project participants and partners being aware of this Complaints Process Policy and knowing how to access it.

This Complaints Handling Policy is available in the following ways:

- On the Foresight's website (<https://www.foresight.org.au/policies>)
- Circulated to Board Directors, staff, Officers and project participants.
- Circulated to in-country partners via Head Agreements and Project Agreements.

Foresight's staff and volunteers also produce posters in the local language to provide patients with details of how to make a complaint in the ophthalmic units established by Foresight.

3. ASSOCIATED DOCUMENTS

Complaints Registration Form (Annex 1)



23rd October 2019

.....
(Signature)

.....
(Date)

Kevin Gardner

.....
(Print name)

**ANNEX 1
Complaint Registration Form**

Country/Region	
Person receiving or handling complaint	
Name of complainant	
Contact details of complainant	
Nature of complaint(s)	
Name of subject of complaint (SOC); incl prog position	
Outline of the complaint(s) being made (continue on another sheet if necessary)	

Date alleged incident to place	
Further details - location, time, etc	
Contact details of any witnesses	
Further information of interest and/or additional comment	
Supporting evidence	
Outcome/Result (to incl conclusion; action taken; date resolved)	
Learning points; action being taken; by whom; when	

The complaint was written up by _____ (name of staff member) on

_____ (date).

Please give a signed copy to the complainant.

Foresight Australia undertakes to contact the complainant within 10 working days regarding the complaint that has been made.

**ANNEX 2
Complaint Process matrix**

