



COMPLAINTS HANDLING POLICY

(Good Neighbours Australia)

ABN: 95 510 669 822

Version	Date	Author	Description
0.1	1st April 2023	Prepared by Josephine Bitar/ HR and Administration Manager	Complaints Handling Policy
	1st April 2023	Approved By Hyosil Lee / Executive Director	

1. Objective

Good Neighbours Australia is committed to providing high-quality services and programs to the communities it serves. We believe that complaints are an opportunity to improve our services and build stronger relationships with our stakeholders. This policy outlines our approach to handling complaints and provides a framework for resolving issues in a timely, fair, and respectful manner.

2. Scope

This policy applies to all complaints made by stakeholders, including beneficiaries, donors, staff, volunteers, and partners, related to the services and programs provided by Good Neighbours Australia.

3. Definition of a Complaint

A complaint is any expression of dissatisfaction with our services or programs. It can be made in writing and may be made by any stakeholder.

4. Principles of Complaint Handling

Our approach to handling complaints is guided by the following principles:

- 4.1 Confidentiality: All complaints will be handled with the utmost confidentiality and privacy.
- 4.2 Accessibility: We will make it easy for stakeholders to make a complaint and will provide clear and accessible information on our complaints handling process.
- 4.3 Fairness: We will treat all complaints fairly and impartially, and will seek to resolve issues in a timely and respectful manner.
- 4.4 Responsiveness: We will respond to complaints promptly and keep stakeholders informed throughout the complaints handling process.

4.5 Continuous improvement: We will use complaints as an opportunity to improve our services and programs and to prevent similar issues from arising in the future.

5. Complaint Handling Process

Step 1: Receipt of Complaint

All complaints will be received and logged by management. Good Neighbours Australia will acknowledge the complaint within 14 working days and inform the complainant of the expected timeline for resolution.

Step 2: Investigation of Complaint

Management will conduct an investigation into the complaint and may seek further information from the complainant, relevant staff, and or other stakeholders as required.

Step 3: Resolution of Complaint

Management will work with the relevant staff to resolve the complaint in a timely and fair manner. The resolution may involve an apology, compensation, changes to policies or procedures, or any other appropriate action.

Step 4: Follow-up and Evaluation

Management will follow up with the complainant to ensure that the complaint has been resolved to their satisfaction. Good Neighbours Australia will also evaluate the complaints handling process and identify opportunities for improvement.

6. Review and Monitoring

This policy will be reviewed regularly to ensure that it remains relevant and effective. Good Neighbours Australia will also monitor complaints handling to identify trends and areas for improvement.

7. Contact Details

To make a complaint, stakeholders can contact Good Neighbour Australia at the following address:

Complaints

Good Neighbours Australia

Level 1, 5 George St

North Strathfield NSW 2137

Email: gnau@goodneighbors.org

8. Availability of Policy

This policy is available on our website (www.goodneighbours.com.au/) to ensure the value we place on receiving concerns and complaints in all courses of communication.

9. Related Policies:

- Good Neighbours Code of Conduct
- Good Neighbors Child Protection Policy
- Good Neighbors Child and Adult Safeguarding Policy
- Disability Inclusion Policy