Complaints Handling Policy

Policy Statement

Good Neighbours Australia (GNAU) 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.

Scope and Purpose

This Policy applies to all complaints made by stakeholders, including beneficiaries, donors, staff, volunteers, and partners, related to the services and programs by GNAU.

A complaint is an expression of dissatisfaction with our services or program. It can be made in writing, by phone, or in person, and may be made by any stakeholder.

Where a complaint is not related to GNAU or its staff, GNAU will direct the complainant to the appropriate organisation and their processes for handling complaints.

Guiding Principles of Complaint Handling

GNAU's approach to handling complaints is guided by the following principles:

1.1. Confidentiality - All complaints will be handled with the utmost confidentiality and privacy. Upon request, the complainant's identity will be kept anonymous.

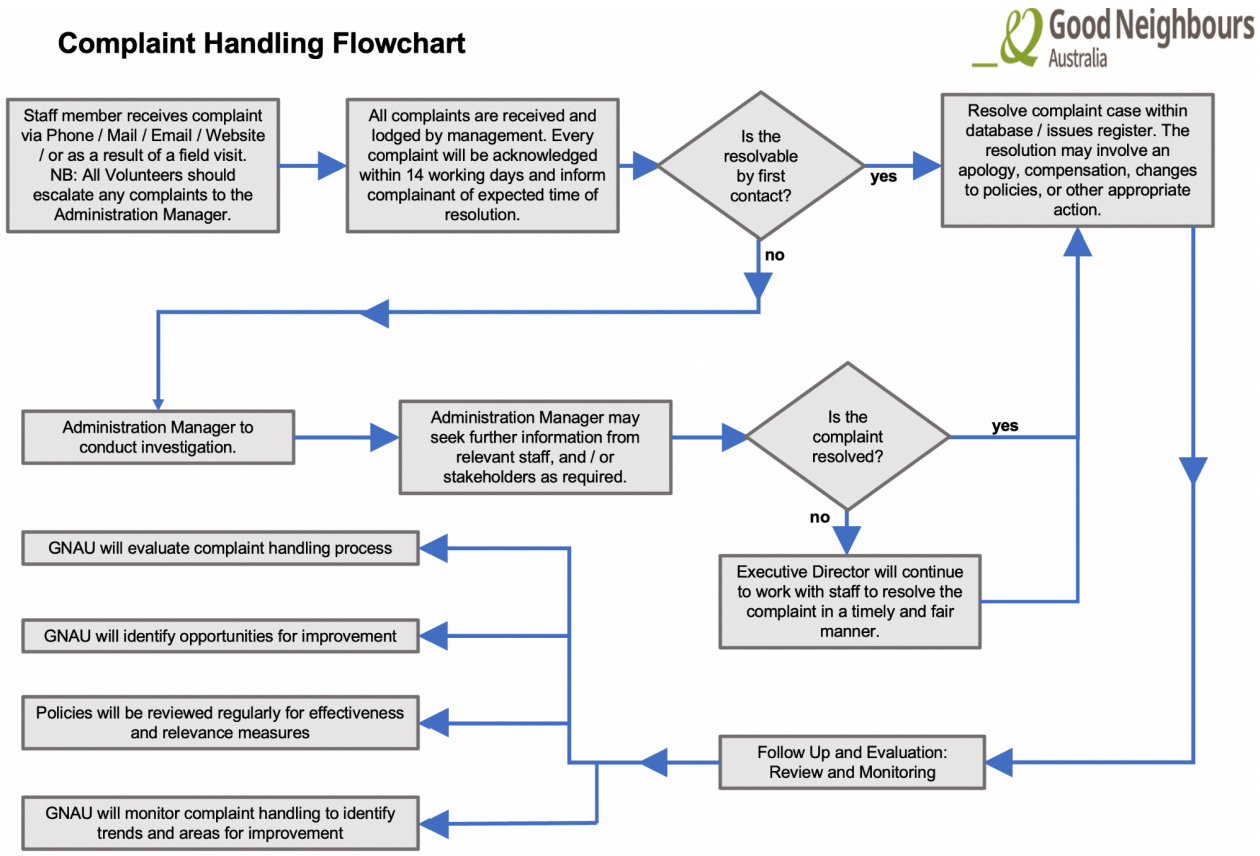
1.2. Accessibility - GNAU will make it easy for stakeholders to make a complaint and will provide clear and accessible information on GNAU's complaint-handling process.

1.3. Fairness - GNAU will treat all complaints fairly and impartially, and will seek to resolve issues in a timely and respectful manner.

1.4. Responsiveness - GNAU will respond to complaints promptly and keep stakeholders informed throughout the entire complaint handling process.

1.5. Continuous Improvement - GNAU will use complaints as an opportunity to improve our services, programs, and practices, to prevent future issues from arising.

Complaints Handling Policy Flow Chart



Child-Friendly Complaints Procedure

GNAU is committed to providing user-friendly platforms for filing a complaint, taking into consideration the needs of the most vulnerable such as children. The dedicated webpage (https://www.goodneighbours.com.au/complaints-handling/) has a Child-Friendly Complaints procedure to provide an accessible way to raise complaints and feedback. The Child-Friendly Complaint form is available on the website.

Review and Monitoring

This Policy will be reviewed every three years or earlier when necessary. GNAU will also monitor complaints handling to identify areas for improvement.

This Policy is available on the GNAU website (https://www.goodneighbours.com.au) to ensure the value GNAU places on receiving concerns and complaints in all courses of communication.

Contact Details

To make a complaint, stakeholders can contact GNAU at the following address;

Phone
(02) 9993 0312 (in Australia)
+612 9993 0312 (Outside of Australia)

Mail
Complaints
Good Neighbours Australia
Level 1, 5 George St
North Strathfield NSW 2137

Email
feedback@goodneighbours.com.au

Website
Complaints Handling Policy and Procedures

Related Policies

Good Neighbours Code of Conduct

Good Neighbours Child Safeguarding Policy

Good Neighbours Persons With Disabilities Inclusion Policy

Content and Version Control Table

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Complaints Handling Policy	
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