



COMPLAINTS POLICY

1. Policy Statement

- 1.1. Transparency International Australia (**TIA**) is committed to ensuring the accessibility of its Complaints Policy, procedures and systems for making a complaint, across the breadth of our work
- 1.2. We try to ensure that our stakeholders can hold us to account and in doing so we will improve the quality of our work.
- 1.3. TIA strives to uphold the highest standards of excellence in all that it does but recognises that this cannot always be the case. When we make a mistake we want and need to be informed. We will use the information to endeavour to put things right and to help us to become more effective.
- 1.4. This policy applies to TIA only.

2. What is a complaint and who can make one

- 2.1. A complaint is an expression of dissatisfaction about the actions or lack of action by TIA or its staff, volunteers or anybody directly involved in the delivery of our work. It is a criticism that expects a reply and would like things to be changed.
- 2.2. A complaint can be made by any supporter, partner organisation, community or individual with whom we work or any member of the public whether an individual, company or other entity in Australia or anywhere else in the world (**Complainant**).
- 2.3. Complaints could include the following (which is not an exhaustive list):
 - Concern from someone with whom we work about the quality of program delivery
 - Concern from a member of the public or supporter about a particular fundraising approach or campaign
 - Concern about the behaviour of staff, volunteers or contractors.
- 2.4. A complaint has to be about an action for which TIA is responsible or is within our sphere of influence.
- 2.5. A complaint is not:
 - A general query about TIA's work
 - A request for information
 - A contractual dispute
 - A request to amend records e.g. to correct an address, cancel a donation
 - A request to unsubscribe from a TIA 'service' e.g. a newsletter or email.

3. Principles

- 3.1. Accessibility. Complainants should be able to make a complaint as easily as possible: written correspondence, email, telephone, verbally, via a third party, etc. We are committed to making communication with us as easy as possible.
- 3.2. Timeliness. TIA aims to acknowledge receipt of any complaint within 48 hours and to resolve complaints within 14 days of receipt. In the event that a complaint cannot be resolved within this timeframe the complainant will be informed about the progress made to date and when they can expect to receive a response.
- 3.3. Complaints should be made within a reasonable time, and no more than 3 months following the relevant incident. In exceptional circumstances TIA may be able to respond to a complaint that is older than 3 months, although the passage of time may make it harder to resolve the complaint satisfactorily.
- 3.4. Confidentiality. Some complaints need to be kept confidential in order to safeguard those making or involved in the complaint. However in some instances we might judge that the Complainant will be better served if others are involved in the resolution of a complaint. Third parties will only be included in the resolution of confidential complaints on a case-by-case basis and with the agreement of the Complainant.
- 3.5. Documented. Some complaints may be both made and resolved verbally, e.g. by telephone or face to face. Where they are unable to be resolved verbally, complaints must be made in writing.
- 3.6. Right to appeal. Complainants who have launched a well-founded complaint and who are unsatisfied with TIA's response to that complaint have the right to appeal to the TI Secretariat (contact details below) or our peak body, the Australian Council for International Development (**ACFID**) (contact details below).
- 3.7. Mutual Respect. Everyone who makes a complaint to TIA will be treated with courtesy and respect. In return, TIA expects people who make a complaint to communicate their concerns fairly and appropriately. Where Complainants harass TIA staff or volunteers, behave abusively, or unreasonably pursue complaints, TIA may withdraw or modify its complaints process.
- 3.8. Part of a learning process. We will log and monitor all serious complaints and results of such complaints and this information will be brought, regularly, to the attention of appropriate senior managers in order that we learn from what we do and how we do it. This information will not necessarily be available to the public.
- 3.9. TIA's Executive Director and Board will monitor the application of this policy.
- 3.10. An overview of complaints including number and analysis will be published, although to respect the privacy of individuals the details of individual complaints will not be public.

4. How to contact TIA

- 4.1 Through the website <http://transparency.org.au/> using the Contact link
- 4.2 By email to a1admin@transparency.org.au
- 4.3 By mail to:
 - TI Australia
 - PO Box 2041
 - Blackburn South
 - Victoria 3130
 - Australia
- 4.4 By phone at +61 3 9877 0369
- 4.5 If the complaint is about the Chief Executive Officer, please contact the Chair of TIA c/o A1Admin on +61 3 9877 0369 or by email at a1admin@transparency.org.au
- 4.6 When working with stakeholders beyond Australia, TIA will ensure that they are aware of and can access the Complaints Policy through appropriate forums and means.

5. How to contact TI Secretariat

- 5.1 Through the website <http://www.transparency.org/> using the Contact link
- 5.2 By email at ti@transparency.org
- 5.3 By mail to:
 - Alt-Moabit 96
 - 10559 Berlin
 - Germany
- 5.4 By phone at +49-30 3438 200

6. How to contact ACFID

- 6.1 Through the website <http://www.acfid.asn.au/>
- 6.2 By email at <http://www.acfid.asn.au/contact-info>