



COMPLAINTS HANDLING

Policy and Procedure

Drafted by	Sam Hunt and Eva Hagstrom	Approved	First adopted 04.02.2016 Reviewed 25.07.2016, 15.12.2016
Responsible people	The Board	Scheduled review date	One year after approval

INTRODUCTION

Our Rainbow House values the voices of all stakeholders and is committed to listen and respond to complaints on any matter. Our Rainbow House recognizes that stakeholders in Australia and Zambia will have different needs, and strives to provide accessible and safe complaints processes for everyone involved in the Project.

DEFINITIONS

COMPLAINT - *An expression of dissatisfaction.*

STAKEHOLDER – *any person involved with Our Rainbow House in any way. In Zambia this includes students, their Guardians, Caregivers, other volunteers, staff, neighbours and members of the community. In Australia, this includes donors, sponsors, volunteers, staff and members of the public.*

COMPLAINANT – *a person making a complaint.*

PURPOSE

The purpose of this policy is to:

- Enable Our Rainbow House to benefit from the feedback provided by complaints and to remain accountable to all stakeholders.
- Clearly state the principles that are to govern Our Rainbow House’s response to complaints, both in Australia and in Zambia.

POLICY

1. Our Rainbow House will encourage all stakeholders to report any complaint they may have.
2. All members of staff and volunteers will be given full training regarding this policy at their inductions and annually thereafter at staff meetings.

3. Complaints may be:
 - Made in person or in writing. (All complaints from staff must be submitted in writing).
 - Anonymous.
 - Given to any staff members or volunteer in Zambia or Australia.

4. Complainants are:
 - Protected from any negative effects as a result of making a complaint.
 - Encouraged to bring a friend or support person when making a complaint in person or at any time during the complaints process.

5. Complaints will be dealt with:
 - As soon as possible
 - Privately and confidentially
 - Impartially (by a person not directly involved).

6. Our Rainbow House Inc. recognises the right of individuals to approach an external agency if the formal complaints procedure has not fixed the problem.

RESPONSIBILITIES

The Director and the Board have overall responsibility for this procedure. However, all staff and volunteers are responsible for recording complaints, when required, in accordance with this procedure.

PROCEDURE

1. **Availability of the Complaints Procedure**
 - a. This complaints policy and procedure, along with the Complaints Form and contact details for addressing complaints, will be made available on the Our Rainbow House website.
 - b. All new staff members and volunteers will receive a copy of this policy with their induction and will be advised by their supervisor or volunteer co-ordinator how to make or handle a complaint.
 - c. An invitation to report a complaint, (in the form of a plain English poster), will be displayed in the School where the PGFA can see it. This poster will be translated into the local language and will be reviewed annually.
 - d. The Complaints poster and procedure will be discussed with students regularly to ensure they are aware of their rights and know how to make a complaint. Students are advised to make any complaints verbally to any staff member or volunteer that they trust.
 - e. The Complaints Handling Policy will be discussed and reviewed annually at the Staff and Guardian meetings in Zambia, and at the Business Meeting following the AGM in Australia, to ensure the full understanding of all staff members and volunteers.

2. Recording and Responding to Complaints

- a. Complaints may be reported to any staff member or volunteer in Zambia and Australia.
- b. If the complaint cannot be fixed immediately, it must be put in writing and signed and dated. Spoken and anonymous complaints will be signed and dated by the person first receiving the complaint.
- c. The Our Rainbow House Complaints Form is available for complaints that are lodged in Zambia. If a written complaint does not use the form, it should be attached to the form.
- d. Written complaints can be lodged in Zambia by placing them in the Project Supervisor box/ pigeon-hole. An envelope may be used if they are addressed to an Australian volunteer. If preferred, the complaint may be sent to the Director in Australia by text or email. (See contact details below). In this case, the Director will fill out the form and sign and date it.
- e. Any complaint reported to the Project Supervisor in Zambia must, in turn, be reported to the Director if it cannot be resolved the same day.
- f. The Director will record the complaint and refer it to the rest of the Board.
- g. The Director and the Board will ask a suitable person (dependant on the nature of the complaint) to handle the complaint. This person must be someone who is not directly involved, so they can be fair to all parties and, where possible, will be local to the complaint being addressed and available within the timeframes stated below.
- h. All relevant information, including written reports or documented evidence, will be made available to the nominated person, as well as contact details (or available channels of communication) for all involved parties.
- i. Action to resolve the complaint will commence within 2 working days of the complaint being received. Every effort will be made to listen to all involved and decide on a plan of action within 5 working days of the complaint being made.
- j. Only the people directly involved in making or dealing with the complaint will have access to information about it.
- k. Once action has been taken, the person responsible will provide a written report to the Director. This report should detail the action taken and the result.
- l. If the complainant is not satisfied he/she may wish to appeal to the Board or approach an external agency such as the Australian Charities and Not-for-profits Commission (www.acnc.gov.au).

3. Monitoring Complaints for Process Improvement

- a. All complaints and reports will be documented and reviewed annually, with a view to improving our operations.
- b. The Complaints Handling process itself will be reviewed annually to ensure stakeholders remain aware of the procedures and the commitment of Our Rainbow House to remain accountable.

4. Partner Organizations

- a. All partner organizations will be provided with a copy of this Complaints Handling Policy and Procedure
- b. All partner organizations will be encouraged to inform their staff, members and communities about this complaints process.

RELATED DOCUMENTS

- Our Rainbow House Mission Statement and Values
- Our Rainbow House Association Rules
- Our Rainbow House Complaints Form
- Our Rainbow House Complaints Poster - Zambia

CONTACT PERSONS

AUSTRALIA

Alison Ray (Director)

Email: alisonjray@bigpond.com Text to Australia: +61 407 040 251

ZAMBIA

Katoba Chishala (Project Supervisor)

orh-projectassistant@live.com

AUTHORISATION



Signed:

Date: 15.12.2016

Alison Ray - Director