

## **Complaints Policy**

### **1. Procedure Description**

The policy of Mukti Australia Inc. (hereafter MA) on Complaints sets out our organisational approach to complaints by donors, supporters and other stakeholders.

### **2. Purpose**

The MA Complaints Policy provides donors, supporters and other stakeholders with an avenue to raise problems and concerns and have their complaints listened to and effectively resolved. It also provides MA with the opportunity to receive feedback which can assist with its operations and stakeholder relations.

### **3. Policy**

Donors, supporters and other stakeholders have a right to access satisfactory grievance and complaints procedures. Complaints are welcome, are taken seriously, and will be handled honestly, fairly and without bias.

Confidentiality regarding the nature of the complaint and the parties involved will be maintained. Permission will be sought if it is necessary to discuss the complaint with others.

#### **Informal Complaints Resolution**

Mukti encourages complaints to be resolved informally if possible. Many complaints can be resolved informally and effectively by discussing the issue directly with the person(s) involved. If you have a complaint, you should contact the person against whom the complaint is directed. If you believe that the person against whom the complaint is directed will be unable to help you, then you should contact the Complaints Officer.

#### **Formal Complaints Resolution**

If you are not satisfied with the outcome of discussing the complaint informally, you may lodge a formal complaint. The formal complaint must:

1. Be lodged in writing by mail or email and clearly identify that it is a formal complaint.
2. Clearly identify the person making the complaint, including full name and contact details (phone number and email).
3. Clearly outline the details and nature of the complaint.

Receipt of the complaint will be acknowledged in writing by the Complaints Officer, and you will be advised of the timeframe in which the complaint will be considered and of any further information required to be provided by you.

The Complaints Officer and (if applicable) the National Director and/or the Chair and the Board will then consider your complaint and advise you in writing of the outcome within the timeframe specified in the letter of acknowledgement.

### **Complaints Officer**

The Office Manager is the current Complaints Officer.

Contact: [Susan@mukti.org.au](mailto:Susan@mukti.org.au)

Complaints may be forwarded to the National Director, Glenda de Jager.

Contact: 03 9890 0211 or [glenda@mukti.org.au](mailto:glenda@mukti.org.au).

The Complaints Officer will be appointed annually.