

Complaint & Grievance Policy

HOPE Global Recovery Incorporated

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Introduction

Hope Global Recovery Incorporated is committed to operating at the highest standard we can which includes an efficient and quality system to hand complaints and feedback. We seek to ensure that the feedback and complaints handling processes are effective, safe, confidential and accessible to all stakeholders, irrespective of their gender, status or background and without prejudice to their future participation. This policy outlines our approach to complaints and complaints handling, and applies to all employees, volunteers, partners and stakeholders.

Communication of Complaints Policy & Training

- Hope Global Recovery will equip staff, volunteers and partners with an understanding of the organisation's approach to complaints response
- This policy and instruction regarding the outworking of this policy is included in the staff and volunteer Introduction Pack that is given to all new staff and volunteers to read and will be included in staff and volunteer training by management
- All existing and new board members will be given access to our complaints policy and procedures and be part of reviewing and approving any changes to the policy or process

Publicising the policy

- An outline of how to make a complaint and Hope Global's complaints handling procedure is detailed on the Hope Global website (www.hopeglobal.org) and includes a downloadable complaints form as well as information on how to make a complaint to ACFID regarding any perceived breach of the Code of Conduct by Hope Global
- The complaints policy will be included in all overseas volunteer information packs that are given to participants in our volunteering trips to projects
- The complaints policy will given to all overseas project partners and communicated clearly with them through email, Skype and during site visits

Where and how complaints can me made within Australia

- The Hope Global website details how people can make complaints either directly to Hope Global or to ACFID for matters relating to breaches of the Code of Conduct
- Complaints can be made in writing via post or email or using the downloadable complaints form via the website or can be made in person or over the phone, in

which case, Hope Global will endeavor to record as accurately as possible the nature and details of the complaint

- Complaints can be directed to: The Directors, Hope Global, PO Box 674 Gosford NSW Australia 2250 or emailed to info@hope-global.org or via phone on +61 2 9659 2553

Process of handling complaints made to Hope Global Recovery

- Hope Global will endeavor to make an initial response to complaints within 5 working days
- Within 30 working days, Hope Global will endeavor to respond to and resolve complaints, and commits to notifying the involved parties if the investigation cannot be resolved within this time
- Complaints and outcomes will be reviewed by the Hope Global Board at each board meeting
- All complaints will be treated as confidential and details of the complaint or person making the complaint will not be made known to anyone in or outside the organisation other than staff involved in handling the complaint, without first obtaining the complainant's permission
- All complaints will be recorded in detail in the organisation's complaints register, including date of receipt, description of complaint, steps taken to resolve the complaint, details of the resolution and date the complaint was resolved

Complaints process with overseas partners

- The Hope Global complaints policy has been made available to overseas partners
- Advice on how an overseas partner can make a complaint to Hope Global is given at the beginning of the partnership and any relevant changes or updates are made known to the partner
- Hope Global will endeavor to include training on complaints handling during site visits and ensure there is clear understanding of the complaints policy and process by both partners and beneficiaries, which will include providing a simplified fact sheet on the complaints process in the local language
- The in-country Project Manager/Director of each project we partner with will be responsible for managing the complaints handling process in-country with beneficiaries and the community and will need to advise Hope Global of any complaints made
- 6 monthly reports are required by each project partner which allow inclusions for any incidents in that time period

Review of Complaints Policy and complaints handling process

Hope Global management and the board will review the complaints policy and complaints handling process annually

Commitment to ACFID Code of Conduct

As a member of ACFID and signatory to their code of conduct, Hope Global Recovery complies with the complaint handling process as set out in the ACFID Code of Conduct guidance. Hope Global will:

- Comply with the Code of Conduct Committee requests for information within all reasonable time limits set
- Comply with the corrective or disciplinary action agreed upon with the Code of Conduct Committee if found to be in breach of the Code
- Put in place measures to minimize the risk of the breach recurring
- Details on how to make a complaint about Hope Global to ACFID in regards to a breach of code is included on the Hope Global website and will also advise any complainant in communication with them about the ability to make this complaint to ACFID's Code of Conduct Committee and include contact details

Responsibility

It will be the responsibility of all project coordinators to ensure projects are run in line with Hope Global Recovery Incorporated policies.

Signed:
Chairman, Board of Directors

Signed:
Operations Manager

Date: