
	ADRA Australia Policies and Procedures – Employee Handbook	No. CR 000 615		
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	Complaints Policy and Procedures - Personnel			
	Department	Sections (inc. All sections where this document is located.)		
	Corporate Services	Core Documents		
	Modified By	Document Version		Effective Date
	J Duffy/C Jensen/M Webster	2014/1.1		5 September 2017
Approving Committee	Previous	Revision Date		
ADRA Board of Directors	2013/1.1	2019		

This policy applies to both ADRA Australia and Open Heart International. Unless specifically mentioned in the policy, references to ADRA Australia extend to, and include, Open Heart International.

CR 000 615 Complaints Policy and Procedures - Personnel

1. PURPOSE AND SCOPE

ADRA Australia recognises the importance and value of listening and responding to any complaints or grievances raised by its employees (including Conference ADRA Directors), volunteers, contractors and Company Directors, hereinafter referred to as ADRA Australia Personnel. This procedure is intended to enable the responsive, fair and timely investigation of work related grievances or complaints made by ADRA Australia Personnel.

Complaints that relate to allegations of discrimination, harassment or victimisation should also refer to the Workplace Relations Policy (CR 000 715); and if related to fraud, or other significantly serious matters, to the Corporate Fraud Policy (FN 700 060) and the Whistle-blower Policy (CR 000 770).

2. POLICY STATEMENT

A. What can be complained about?

ADRA Australia Personnel are entitled to raise any work related complaints or grievances with their manager, supervisor, or, if necessary, the Complaints Officer complaints.officer@adra.org.au

B. How can ADRA Australia Staff Members make a complaint?

ADRA Australia Personnel should speak to their supervisor or manager if they have any concerns that may be covered by this policy. If necessary, or if the complaint or grievance involves their supervisor or manager, the ADRA Australia Personnel can speak to the Human Resources Coordinator or the Chief Executive Officer. ADRA Australia Personnel may be asked to put their complaint or grievance in writing on the form set out at Appendix 1 to this policy.


C. Making safe complaints

ADRA Australia will treat complaints and grievances by its Personnel in the strictest confidence wherever possible. However, ADRA Australia reserves the right to disclose details of the complaint or grievance where it considers it is necessary in the circumstances, including to investigate the complaint, determine the action or be taken on as required by law. ADRA Australia is committed to preventing retaliatory action being taken against any person who has made a complaint under this policy in good faith, honesty and not vexatiously or maliciously.

ADRA Australia Personnel who make complaints may choose to disclose their identity or they may wish to remain anonymous. Anonymous complaints are discouraged as ADRA Australia's ability to adequately investigate the complaint may be limited in circumstances where the complainant remains anonymous or insufficient details are provided in support of allegations.

D. How ADRA Australia will manage the complaint

ADRA will, as far as possible, investigate all complaints and grievances in a timely manner. All complaints will be addressed appropriately at the discretion of ADRA Australia. ADRA Australia may determine that the complaint or grievance should be dealt with internally or by an external third

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party. Where appropriate, ADRA Australia may seek more information from the complainant or persons who may have information relating to the complaint or grievance. Where appropriate and subject to confidentiality, the person who has made the complaint will be kept up to date regarding the progress of the complaint or grievance, including the outcome.

E. Outcomes of the investigation of the complaint

ADRA Australia will determine the outcome of the complaint. The outcomes may include;



- no action being taken;
- a change in ADRA Australia policy and/or procedures;
- staff training or counselling;
- disciplinary action being taken up to and including summary termination of employment or engagement;
- reports to relevant authorities;
- engagement of an independent mediator; and /or
- further investigation.

F. Mediation services available

ADRA Australia Personnel may discuss with their supervisor or manager if an independent mediator would be of assistance to facilitate a resolution if this is considered appropriate in the circumstances. ADRA Australia is able to recommend independent mediators where this is requested by the Personnel involved and identified as a reasonable outcome of the complaint investigation. Please also refer to the “Employee Assistance Program” in the Employee Handbook.

3. RELATED POLICY

CR 000 611 Complaints Policy and Procedures – General
 CR 000715 Workplace Relations Policy
 FN 700 060 Fraud and Anti-Corruption Policy
 CR 000 770 Whistle-blower Policy
 CR 000 750 Privacy Policy

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Appendix 1: Complaints or Grievance Record Form

All complaints should be recorded on a separate form. Forms should then be saved in one central, safe and secure location. People may submit a complaint on another piece of paper or they may give a verbal complaint to a staff member. The staff member should then write that complaint on this ‘Complaints Record Form’ and submit it to the appropriate person.

Date: Date complaint is received	
Staff member/volunteer who received the complaint: Which staff member or volunteer first heard or collected this complaint?	
Personal details of complainant (person making the complaint): Name, contact details, if appropriate. If the complainant wishes to remain anonymous, no detail is to be recorded here.	
Nature of complaint: What issue is this complaint related to?	
Details of complaint: A detailed description of the complaint the person has made	
Who dealt with it: Name of person who is or has responded to the complaint	
How it was dealt with: Action taken to handle the complaint	
Outcome: Outline of what has happened as a result of the complaint	
Follow-up required: Any action required as a result of the complaint. This may include a change to your organisation’s procedures and policies	

Written by:

Viewed by (Executive staff member):

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Name

Signature

Name

Signature