

## Complaints Policy

### Objective of the policy

There may be times where Deaf Australia does not meet your expectations.

This policy has been designed to provide guidance to both our clients, stakeholders and staff on the way Deaf Australia receives and manages your complaint. In these circumstances we encourage you to contact us and let us know.

We are committed to improving how we deliver information and advocate on your behalf. We are also committed to being fair and impartial when getting and seeing your complaint.

The objective of this policy is to make sure that:

- You are aware of how to lodge a complaint and how we receive the complaint
- Both you and our staff understand how we handle complaints
- You understand that your complaint is looked at with all names and anything that identifies you removed, so that the process is independent and fair.
- You know that we take steps to actively protect your personal information.
- You know that your complaint will be looked at, while considering individual circumstances and needs.

### Definition of a complaint

In this policy a complaint means an expression of unhappiness by a person or group of people about information we provide and campaigns we are working on.

## How a complaint can be made

If you are unhappy with information we provide and/or campaigns we are working on, the first step is to communicate directly with the staff member/s providing the information and/or the campaigns they are working on. If this does not fix the complaint or you are uncomfortable dealing with the relevant staff member/s you can escalate this by doing one of the following:

- a. Complete a feedback form on our website [here](#).
- b. Video calling us on: 0477 551 844
- c. Write to us at: PO Box 31 Northcote, Victoria 3070
- d. Email us at: [info@deafaustralia.org.au](mailto:info@deafaustralia.org.au)

If we receive your complaint face to face and we consider it appropriate we may ask you to put it in writing or in a video. Whichever method chosen can be agreed upon together by you and Deaf Australia.

### The information you will need to tell us

When we look at your complaint, we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us resolve your complaint quickly and efficiently we will ask you for the following information:

- a. Your name and contact details, and how you would prefer to be contacted – such as video call, sms or email
- b. The name of the staff member/s or campaign you have a complaint about
- c. What is the complaint
- d. Details of what you have done already to fix the complaint
- e. Details of conversations you may have already had with the staff member/s that is relevant to your complaint
- f. Copies of any documentation that supports your complaint i.e., written communication between you and the staff member you are making a complaint against, text messages sent to you or written evidence you may have that supports your complaint.

### Help when making a complaint

The person managing your complaint will provide you with assistance if you need it to make your complaint. However, if you think you need further assistance, please do ask a trusted person/s to support you with this. To get assistance from the person managing your complaint please contact: [info@deafaustralia.org.au](mailto:info@deafaustralia.org.au) and put in the subject heading 'help making complaint.'

## Recording complaints

When we receive your complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

To make sure that we continue to improve, complaints will be monitored for any repeating trends by management and if that happens, to take action to stop it from happening again.

If you send us a complaint, we will record your personal information only for the purpose of dealing with your complaint. Your personal details will be kept private.

## Feedback to the complainant (you)

Deaf Australia is committed to resolving your issues at the first point of contact however, this may not be possible in all circumstances. If that does happen a more formal complaints process will be followed.

We will acknowledge your complaint within three (3) business days. Once your complaint has been received, we will look at and review your complaint.

At this point, sometimes we might need to clarify parts of your complaint or request additional documentation from you. We will explain why we need clarification or additional documentation and provide you with feedback on the status of your complaint at that time.

We are committed to fixing the complaint within ten (10) business days of you contacting us however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint within ten (10) business days, we will tell you why there is a delay and give a date when we will be able to finalise your complaint.

If we have asked for clarification or additional documentation from you and we are waiting for you to provide this information, we may not be able to meet our ten (10) business day finalisation commitment. When we receive clarification or additional documentation from you, we will tell you when we expect to be able to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you face to face.

You have the right to make enquiries about the status of your complaint at any time by contacting us.

## **Our six-point complaint process**

- 1. ACKNOWLEDGE:** We will acknowledge that we have received your complaint within three (3) business days.
- 2. REVIEW:** We will review your complaint and find out if we need more information or additional documentation. If we do, we will contact you.
- 3. INVESTIGATE:** We will organise to have your complaint looked at independently and fairly. We will look carefully at all information, documentation and evidence that may be available. This will be done within ten (10) business days.
- 4. RESPOND:** We will contact you to let you know what the outcome is. We may also detail any action we will take to ensure this doesn't happen again.
- 5. ACTION:** Where appropriate we will change how we present information and/or how we advocate for you.
- 6. RECORD:** We will record your complaint and the processes involved. Your personal information will be protected unless you express a desire not to.

## **When you complain about one of our employees**

If the complaint involves a staff member, including the CEO, we will treat your complaint fairly and with equity (making sure all involved are treated equitably). We will look at your complaint very carefully by finding out the relevant facts, speaking with people who may be involved and making sure we have all the facts where possible.

We will also treat our staff member/s fairly by:

- Informing them of any complaint about their performance
- Providing an opportunity to explain the circumstances
- Providing the staff member/s with appropriate support
- Update the staff member/s on the complaint process and the result

## **Complaint against a board member**

We have a separate policy for complaints about board members of Deaf Australia. Please see [this link here](#).

# Complaints under investigation by a regulator or law enforcement agency

If your complaint is being looked at by a federal, state or territory legal agency we may cease to take further action in relation to your complaint until they have finished their investigation.

We will assist any legal agency with their investigations.

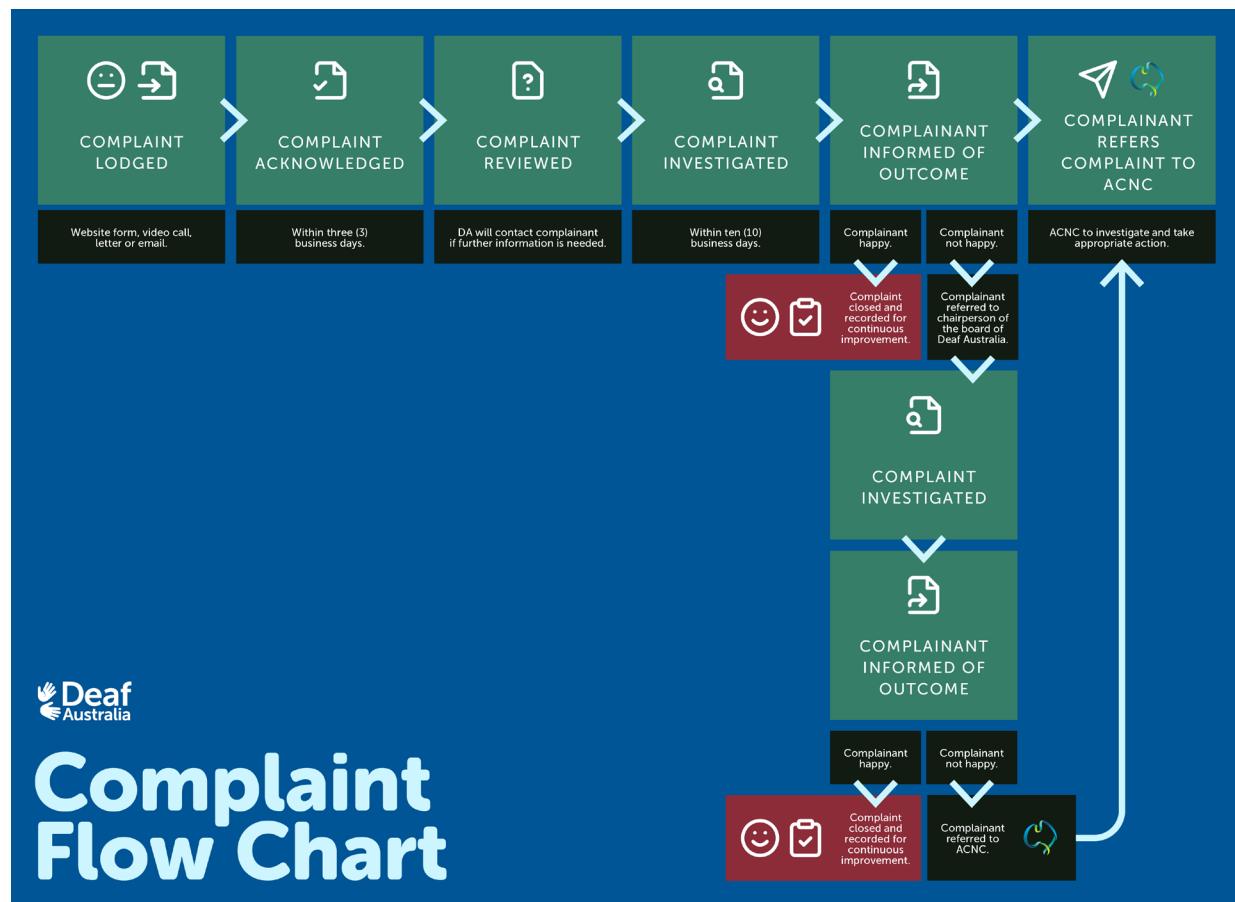
## Our complaint escalation process

Where possible, we will try to resolve your complaint at the first point of contact. If we are unable to do this, we will undertake an investigation of your complaint and provide you with the outcome.

If you are not satisfied with how your complaint has been handled, or the resolution provided by us, you can request us to escalate your complaint to the chairperson of the board of Deaf Australia.

If that does not satisfy you, you can request to make the complaint directly to the Australian Charities and Not-for-Profit Commission (ACNC) at this link which will show how to make a complaint: <https://www.acnc.gov.au/raise-concern>

## Our complaints flowchart



## APPROVAL

<b>Version Number</b>	V.1.1.
<b>Author</b>	CM
<b>Purpose/change</b>	Complaints against the Board
<b>Date</b>	22/04/2022
<b>Date Approved by Board</b>	
<b>Date of Commencement</b>	
<b>Amendment Date</b>	
<b>Date for Next Review</b>	
<b>Related Policy, Procedure and Guidelines</b>	<ul style="list-style-type: none"><li>• Complaints Policy</li><li>• Code of Conduct</li></ul>
<b>Policy Superseded by this Policy</b>	N/A