

AUSTRALIAN DOCTORS FOR AFRICA

Policy: COMPLAINTS HANDLING

Date approved: 10/16

Date of next review: 10/19

Approved by: Board of Management

1.0 RATIONALE

Australian Doctors for Africa (ADFA) endorses the ACFID requirement to have, and publish on its website, the Complaints Handling Policy and Procedure. ADFA recognises that the handling of complaints is very sensitive in the countries in which it operates, in that people will have different cultural expectations to those of Australia. However, as part of its role, ADFA will continue to work closely with its partners in those countries to devise ways to promote transparency and encourage local people to voice their concerns and grievances directly to ADFA and without fear of reprisal.

This policy aims to ensure that any person or organisation that is associated with ADFA or is affected by its projects is treated justly and fairly, by providing a straightforward process for dealing with complaints of any nature.

2.0 SCOPE

This policy applies to all ADFA office bearers, staff, in-country partner and volunteers and to any person that has a grievance or expression of dissatisfaction about the standards of service, actions or lack of action and conduct of a representative of ADFA.

3.0 GUIDING PRINCIPLES

ADFA has adopted the following principles for complaints handling:

- **Visible** – Information as to how and where to complain is available on the AFDA website (see Complaints Handling Procedure).
- **Responsive** – The investigator will discuss the issue with the complainant within two working days of the complaint being lodged and, where possible, the complaint process will be completed within seven working days.
- **Objective** - All complaints will be handled in an equitable, fair and unbiased manner using evidence submitted by both /all parties. No person will be victimised or suffer consequences in lodging or assisting with information concerning a complaint.
- **Confidential** – Only the people directly involved in a complaint have access to the information relevant to that complaint. Details will be kept completely confidential unless natural justice or the law requires disclosure. Disclosure of details is at the discretion of the person handling the complaint.
- **Self-resolution** – Opportunity may be given for the complaint to be resolved between affected parties without direct intervention from ADFA representatives.
- **Sensitivity** – All complaints will be dealt with appropriately, with seriousness and sensitivity.

This document is supported by ADFA's Complaints Handling Procedure