



## Australian National Committee for UN Women Complaints Policy

Receiving feedback from and responding to complaints from stakeholders is an important part of improving the Australian National Committee for UN Women's accountability. The Australian National Committee for UN Women believes that any stakeholder has the right to raise a complaint, have that complaint addressed and receive a response for mistakes, wrongful actions or breaches of the codes to which the Australian National Committee for UN Women subscribes.

This policy applies to the Australian National Committee for UN Women's operations globally.

A complaint can be made by any supporter, partner organisation, community or individual with whom we work or any member of the public whether an individual, civil society organisation, government, company or other entity.

Ensuring that our stakeholders can hold us to account will improve the quality of our work. The Australian National Committee for UN Women strives to be excellent in all that it does but recognises that this may not always be the case. When we make a mistake we want and need to be informed. We will use the information to endeavour to put things right and to help us to become more effective.

The Australian National Committee for UN Women puts in place formal mechanisms to gather, monitor and act on feedback from donors, members and other key stakeholders. Feedback may be positive or negative, but complaints can mean that things have gone wrong. These mechanisms give donors, members and local communities a safe and non-threatening way to raise grievances against the Australian National Committee for UN Women so that his/her or their complaint is investigated and acted on.

The Australian National Committee for UN Women is committed to ensuring the accessibility and transparency of its Complaints Policy, procedures and systems for making a complaint, across the breadth of our work.

### Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action by the Australian National Committee for UN Women or its staff, partners or anybody directly involved in the delivery of our work. It is a criticism that expects a reply and would like things to be changed. Complaints could include, but are not limited to, the following:

- Concern from someone we work with about the quality of programme delivery
- Concern from a member of the public or supporter about a particular fundraising approach or campaign
- Concern about the behaviour of staff, volunteers or contractors

A complaint has to be about an action for which the Australian National Committee for UN Women is responsible or is within our sphere of influence.



A complaint is **not**:

- A general query about the Australian National Committee for UN Women's work
- A request for information
- A contractual dispute
- A request to amend records e.g. to correct an address, cancel a donation
- A request to unsubscribe from the Australian National Committee for UN Women 'service' e.g. a campaign newsletter or email.

This process does not replace the Australian National Committee for UN Women's own internal complaints processes and is separate from the complaints process made available to the Australian National Committee for UN Women staff.

## **Principles**

### Accessibility

Complainants are able to make a complaint as easily as possible: written correspondence, email, telephone, verbally, via a third party, etc. We are committed to making communication with us as easy as possible.

### Timeliness

The Australian National Committee for UN Women will endeavour to assess and respond to complaints in writing as quickly as possible (usually within two weeks). In the event that a complaint cannot be resolved within this timeframe the complainant will be informed about the progress made to date and when they can expect to receive a response. Complaints should be made within 3 months of the relevant incident. In exceptional circumstances the Australian National Committee for UN Women may be able to respond to a complaint that is older, although the passage of time may make it harder to resolve the complaint satisfactorily.

### Confidentiality

Some complaints need to be kept confidential in order to safeguard those making or involved in the complaint. However in some instances we might judge that the complainant will be better served if others are involved in the resolution of a complaint. Third parties will only be included in the resolution of confidential complaints on a case-by-case basis and with the agreement of the complainant.

Everyone who makes a complaint to the Australian National Committee for UN Women will be treated with courtesy and respect. In return, the Australian National Committee for UN Women expects people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, the Australian National Committee for UN Women reserves the right to withdraw or modify its complaints process.

### Part of a learning process

We will log and monitor all serious complaints and results of such complaints and this information will be brought, regularly, to the attention of appropriate senior managers in order that we learn from what we do and how we do it. This information will not necessarily be available to the public.

The Australian National Committee for UN Women will keep this policy under review, with annual reports provided to the Australian National Committee for UN Women's Senior Management Team and Board.

This report will also include consideration and comment on the application of lessons learned from the previous years' reports.



## **Making a complaint**

General complaints should be addressed to:

Office Coordinator  
GPO Box 2824  
Canberra  
ACT 2601

Or

Through email to [admin@unwomen.org.au](mailto:admin@unwomen.org.au)

The Australian National Committee for UN Women values feedback and complaints from donors and the public.

The Australian National Committee for UN Women will endeavour to assess and respond to complaints in writing as quickly as possible. As long as complainants furnish a contact email or postal address, they will be kept informed of unreasonable delays to the investigations of an issue (e.g. due to unavailability of concerned staff etc.)

