



care®

Supporting women.
Defeating poverty.

Complaints & Feedback Policy

March 2021

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1. Purpose of policy

This policy outlines the way in which CARE Australia receives, manages and resolves complaints and feedback.

2. Scope

This Policy applies to CARE Australia’s operations globally.

Feedback or complaints 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.

The process set out in this Policy does not replace CARE Australia’s internal grievance and complaints processes and is separate from the complaints process made available to CARE Australia staff or staff employed in Country Offices managed by CARE Australia.

See ‘Definitions’ for more details on what constitutes a ‘complaint’.

3. Policy details

CARE Australia values and encourages all forms of feedback and complaints and is committed to fairly, responsively and efficiently handling complaints or concerns about CARE Australia.

We believe that all our stakeholders can help hold us to account and that their feedback and voice will improve the quality of our work. CARE Australia strives to excel in all that it does but recognises that this may not always be the case. When there are concerns or complaints about the way we do things, we want and need to be informed. We will use the information to improve the way we do things.

How and when to make a complaint

Any CARE Australia employee or volunteer, partner, vendor, program participant, or any other person, may use the below channels to report complaints or provide feedback.

Donation or fundraising feedback or complaint?	General feedback or complaint?	Concerned about fraud, misappropriations, discrimination, sexual harassment, exploitation, abuse, child abuse, support of terrorism or other wrongful conduct?
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Please email us at: Donorsupport@care.org.au Or phone: 1800 020 046	Please email us at: complaints@care.org.au	Please contact our dedicated CARE Line .
Or write to us at: Supporter CARE Team CARE Australia PO Box 372, Collins Street West Melbourne Victoria 8007	Or write to us via: Company Secretary CARE Australia GPO Box 2014 Canberra ACT 2601	Through CARE Line you may report a concern online or by phone. You may also follow up on a report you have made.

CARE Australia directly manages seven country offices. Feedback and complaints can also be lodged with CARE Australia about an office where CARE Australia has a presence, which are:

- CARE International Cambodia,
- CARE International Papua New Guinea,
- CARE International Lao PDR,
- CARE International Timor-Leste,
- CARE International Vanuatu,
- CARE International Vietnam,
- CARE Myanmar

CARE Australia is a member of CARE International (www.care-international.org). Please find a full list of all members and affiliates [here](#). There are 13 other CARE International members and 3 affiliates listed in the CARE International website. This policy covers CARE Australia only. However, if any complaint is received which relates to CARE International or another CARE International member, we will notify the complainant accordingly and forward the complaint to the appropriate member for attention.

How will the complaint be managed?

Everyone who makes a complaint to CARE Australia will be treated with courtesy and respect. In return, CARE Australia expects people who make a complaint to communicate their concerns fairly and appropriately. We expect that all parties involved in a complaints process will act respectfully throughout and maintain confidentiality during the process. Any form of interference during the process of following up a complaint, such as harassment or abusive behaviour, may impact the outcome of the complaint.

How we learn from complaints and feedback

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

CARE Australia will keep this policy under review, with regular reports provided to CARE Australia's Executive Team and Board. These reports will also include consideration and comment on the application of lessons learned from previous years' reports. CARE Australia's Executive Team will convene a regular meeting with appropriate managers to decide how CARE Australia will apply lessons learned.

CARE Australia puts in place mechanisms to gather, monitor and act on feedback from beneficiaries and other key stakeholders. These mechanisms aim to give beneficiaries and local communities a safe and non-threatening way to raise grievances and allegations of harm and have them responded to.

How long will the complaint process take?

CARE Australia 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.

Your right to review

Receiving feedback from and responding to complaints from stakeholders is an important part of ensuring and improving CARE Australia's accountability. CARE Australia believes that any stakeholder has the right to raise a complaint, have that complaint investigated and understand the action that CARE Australia has taken to address the complaint.

If you are unsatisfied with CARE Australia's response to your complaint, you may seek a review of that response. CARE Australia will refer you and your complaint to the CARE International Secretariat for review. If the issue is considered by the CARE International Secretariat to have been unsatisfactorily resolved, it will be reviewed and addressed by the CARE International Board.

After the internal review, there is no further internal review process.

Privacy

We understand that some complaints need to be kept confidential in order to safeguard those making or involved in the complaint. However in some instances we may need to involve others in the resolution of a complaint. Unless CARE Australia has a legal obligation to disclose information to third parties, third parties will only be included in the resolution of confidential complaints on a case-by-case basis and only with the agreement of the complainant.

4. Related Policies and Procedures

CARE Australia F&M Complaint Handling Procedures

[CARE Australia Privacy Policy & Collections Statement](#)

[CARE Australia Donation Refund Policy](#)

CARE Australian Vulnerable Peoples Policy

[Code of Conduct](#)

[CARE Australia \(Fundraising & Marketing\) Complaint Handling Procedure](#)

CARE Australia Whistleblower Protection Policy

[CARE Australia Child Protection Policy](#)

[CARE Australia Reporting and Investigations](#)

[CARE Australia Discrimination and Harassment Policy](#)

CARE International documents

- [CARE International Accountability Framework](#)
- [CARE International Policy of Fraud and Corruption](#)
- [CI Safeguarding Policy](#)

5. Supporting documents and references

Legislation & Governing Bodies

CARE Australia is a member of the Australian Council for International Development (**ACFID**). Complaints relating to breaches of the ACFID Code of Conduct by CARE Australia can be made to the ACFID Code of Contact Committee. Instructions on how to make a complaint to ACFID can be found here via www.acfid.asn.au/code-of-conduct/complaints-and-compliance-monitoring.

CARE Australia is a charity registered with the Australian Charities and Not-for-Profits Commission (**ACNC**). You can raise concerns with the ACNC about the operation of CARE Australia. Instructions on how to make a complaint can be found here.

CARE Australia is also a signatory to the following codes, each of which have a complaints mechanism.

- a signatory to the Code of Conduct for the International Federation of Red Cross and Red Crescent Movement and NGOs in Disaster Relief. Concerns about potential misconduct under this Code of Conduct can be made here.
- a member of the Core Humanitarian Standards Alliance which has agreed to implement the Core Humanitarian Standards. Complaints about CHS Alliance members can be made here.
- a member of the Fundraising Institute of Australia (**FIA**) and complies with the FIA's Code's Principles and Standards of Fundraising Practice Complaints relating to breaches of the Code can be made here.

Other supporting documents

- This Policy has been reviewed against section A2.4 of the DFAT Australian NGO Accreditation Guidance Manual (June 2018) and section 7.3.3 of the ACFID Quality Assurance Framework (March 2020) (**QAF**).
- CARE Australia is a member of Fundraising Institute of Australia (FIA) and adheres to [FIA's Code of conduct](#).
- [Australian Privacy Principles](#) and Privacy Act 1998

6. Policy owner

Alice Anwar - Head of Donor Relations
Rebecca Elias - Senior Manager, Risk & Compliance

7. Implementation and communications

CARE Australia is committed to ensuring the accessibility and transparency of its Complaints Policy, procedures and systems for making a complaint, across all our work.

This policy will be published on CARE's organisational platform - CARE Shares. It will also be communicated externally through CARE Australia website.

8. Policy details

- Date of the policy: March 2021
- Version history of the policy: Version 1, 2018
- Schedule for review of the policy: +2 years since date of policy

9. Definitions

What is a complaint?

We define a complaint as an expression of dissatisfaction about the standards of service, actions or lack of action by CARE Australia 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 about a donation you have made;
- concern about the quality of programme delivery;
- concern about a particular fundraising approach or campaign; or
- concern about the behaviour of staff, volunteers or contractors.

For CARE Australia to respond to complaints or feedback in line with this policy, the

complaint needs to be about a matter for which CARE Australia is responsible or that is within our sphere of influence to address.

A complaint is **not**:

- a general query about CARE Australia's work;
- a request for information;
- a contractual dispute;
- a request to amend records e.g. to correct an address, cancel a donation; or
- a request to unsubscribe from a CARE Australia 'service' e.g. a campaign newsletter or email.