

## Complaint and Procedures Policy

Dana Asia is committed to the efficient and fair resolution of all complaints and to providing customer service in a friendly, efficient and respectful manner.

All people have the right to raise concerns and make legitimate complaints and expect that the issues raised will be handled in a fair, confidential and responsive manner and free from repercussion or prejudice. All levels of staff must acknowledge a complainant's right to comment and complain.

Complaints provide the organisation with an opportunity to improve the quality of services and processes. With this in mind, all levels of staff will actively seek feedback during interactions with contributors, agents and other third parties.

The policy has application to all staff, including Senior Management and the Board of Directors.

Dana Asia's Complaint and Procedures Policy is detailed below:

- Staff members have the responsibility to:
  - ensure that an accessible and well publicised complaints procedure is in place;
  - recognise the need to be fair to both the complainant and the organisation or person complained about;
  - provide a mechanism for responding to complaints in a timely and courteous manner;
  - determine and implement remedies;
  - provide adequate resources to support the complaints management process;
  - record, assess and review complaints on a regular basis to ensure responsive and ongoing commitment to service improvement;
  - recognise, promote and protect the customer's right to complain about their dealing with the organisation.
- All complaints will be reviewed in a timely and efficient manner, with a view to resolving issues in a non-confrontational, non-adversarial environment.
- Complaints will be documented and reviewed regularly as part of an ongoing service quality assessment.

Dana Asia's Informal Complaint Handling Process is detailed below:

- Customers and interested parties are encouraged to initially raise issues informally with the staff member providing the service or their manager.
- If informal resolution cannot be achieved or if the matter is of a serious or sensitive nature, the formal complaints policy and procedure should be applied.
- Staff members are obliged to provide complainants with advice in relation to their complaint resolution options.
- This document should be readily available to all customers.
- The right to have an advocate or interpreter present when dealing with staff should also be explained and the agency will attempt to facilitate such access.

Dana Asia's Formal Complaint Handling Process is detailed below:

- The complainant will define the complaint in writing (with the assistance of advocates where necessary).
- A Complaint Lodgement form (attached) will be used to record all formal complaints and summarise issues and expected outcomes. Accuracy of information will be checked with the complainant if necessary.
- The Director of Operations of the organisation will hold the role of Complaint Coordinator.
- The Complaint Coordinator will receive a copy of the Complaint Lodgement form, containing the details of the complaint and will manage the investigation as per below:
  - Written acknowledgement will be sent to the Complainant within five working days of receipt of the complaint;
  - An initial investigation of the complaint will be completed within 15 working days of the complaint;
  - Where necessary, additional information may be requested;
  - All possible steps will be taken to conciliate or mediate the matter;
  - If conciliation or mediation is not possible the matter will be referred to the Chief Executive Officer for review;
  - If resolution cannot be achieved following review by the Chief Executive Officer, the matter will be referred to the Board for final review;
  - The organisation or complainant may refer the matter to ACFID at any time during the internal investigation or if the Internal Complaints Processes are unable to find a resolution. The referring party must inform the other party in writing of the decision to refer the complaint to ACFID.
- Documentation including investigation outcomes will be placed on a Confidential File held by the Complaint Coordinator.
- The Complaints Process will respect the privacy and confidentiality to which the parties are entitled under the organisation's Privacy Policy and the Privacy Act.
- Complaints alleging criminal or corrupt behaviour will be referred to the appropriate authority. This may involve removal of an officer concerned until all investigations are complete.
- Staff members who are the subject of a complaint must be apprised of it, the progress of its investigation and the final outcome. They will receive all appropriate information and support and will be given the opportunity to make a written report outlining their perspective.
- Where a complaint reveals systemic or procedural difficulties, action will be taken to resolve them, such as:
  - revision to policy practice or procedure
  - staff training;
  - staff debriefing/counselling;
  - discipline;
  - customer debriefing/counselling.
- The investigation will not be conducted by a staff member whose actions are the subject of the complaint.
- The Complaint Coordinator will be responsible for maintaining accurate records.
- The Complaints Policy and Contact Details will be provided on the organisation's website.

Definitions:

- *Complaint* - is any dissatisfaction about the service, programme or policy of the organisation that the complainant would like resolved in accordance with this policy – having regard to the exceptions mentioned above.
- *Complainant* - may be a customer affected or an interested party (where it can be verified that this person has the authority to make a complaint) such as a friend, relative, advocate, organisation or staff member etc.
- *Complaint Coordinator* - is the person responsible for investigating the complaint received by the agency.

**Complaint Contact Details**

Contact: Compliant Coordinator  
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