

AVI's Complaint Handling Policy

A complaint is regarded as an expression of dissatisfaction or concern relating to a decision, action or activity of the organisation or one or more of its representatives in the course of their duties.

AVI acknowledges its accountabilities to its various stakeholders and is committed to stakeholder engagement and responding to complaints in an effective and clearly defined manner.

Accordingly, AVI will:

- ensure this policy is visible and available to all stakeholders via the AVI website and appropriate formats in the Melbourne and in-country offices;
- provide clear and easily understandable information to all stakeholders about how to make complaints, both in Australia and countries where it works;
- include in its induction and orientation processes for Directors, employees, program participants and Australian and in-country partners, appropriate references to its complaint-handling policy and application;
- ensure that personnel directly involved in complaint-handling, in Australia and overseas, are fully trained in the policy and associated processes;
- ensure complaint-handling processes are responsive, thorough and fair;
- provide accessible, safe and discreet points of contact for stakeholders in Australia and countries where it works;
- at its discretion, only consider anonymous complaints if sufficient information is provided;
- in cases where a person or entity is making a complaint on behalf of a stakeholder, need to contact the stakeholder for permission to communicate with the person or entity;
- aim to resolve complaints at the initial point of dissatisfaction or concern, quickly and efficiently - if a complaint cannot be resolved immediately, AVI will acknowledge the complaint within 5 business days;
- assess the nature of any complaint; and may reject it if it is deemed to be frivolous, vexatious, not made in good faith, misconceived or lacking in substance;
- ensure confidentiality of all personal details and expects all other parties involved in the process to do the same;
- ensure the handling of a complaint takes into account the needs of the most vulnerable and considers minority and disadvantaged stakeholders;
- review a complaint on appeal or claim of dissatisfaction with respect to an outcome;
- advise complainants of their ability to make a complaint regarding an alleged breach of the Code of Conduct by the organisation to the ACFID Code of Conduct Committee.

In the event of a complaint being lodged with the ACFID Code of Conduct Committee, AVI will:

- comply with the complaints handling process as set out in the ACFID Code of Conduct Guidance;
- comply with Code of Conduct Committee requests for information within all reasonable time limits set;
- comply with any corrective and disciplinary action agreed with the Code of Conduct Committee, in the case of a breach of the Code;
- comply with requirements set by the Code of Conduct Committee to put in place measures to minimise the risk of the breach recurring.

