



61. Complaints Handling Policy

POLICY OWNER: Directors of Cufa

RELEASE DATE: February 2013

LAST REVIEWED: July 2019

LAST UPDATED: June 2019

VERSION NO: 2.3

61.1. Our Commitment

At Cufa, we aim to be responsive to the needs of our employees, stakeholders and those we have contact with in the field. We take the handling of any complaints, comments or feedback on our performance seriously. We aim for transparency and accountability in our performance and this policy has been formulated with that in mind.

We aim for complete fairness in our complaints process and do not discriminate against those who make a complaint, regardless of age, sex, gender or nationality. All staff and stakeholders are encouraged to express their perspective, with the aim that they will be confident that their concerns will be treated fairly and discreetly.

Cufa commits to share this policy with all partners, either in an MoU or through another mechanism, and ensure information on the existence of this policy is readily available to any person or organisation who requests it.

61.2. Scope

This policy applies to:

- Directors, employees, volunteers and interns of Cufa
- Contractors to Cufa
- Employees of contractors to Cufa
- Cufa's partners, and
- Employees of Cufa's partners.

In this policy each person in the categories listed above is referred to as a Cufa "representative".

Other members of the public are covered to make a complaint.

61.3. How to make a complaint or provide feedback

To ask a question, provide feedback or lodge a complaint against Cufa, you can contact us by:

- Telephone: +61 1300 490 467
- Email: info@cufa.com.au
- Post: Suite 303, 275 Alfred Street, North Sydney NSW 2060

AUSTRALIA

- Contact form on website
- In person to a Cufa staff member.

The contact details for Cufa's country offices are set out at the end of this policy.

61.4. Assistance in languages other than English

If a local stakeholder would like to make a verbal complaint but does not have the ability to formally submit it, a Cufa Project Officer will transcribe it, provide a copy to the local stakeholder and forward it to relevant Country Manager and Cufa Sydney.

61.5. Complaints to ACFID

Cufa is a member of the Australian Council for International Development (ACFID) and is committed to full adherence to the ACFID Code of Conduct. Complaints against signatory agencies may be initiated by any member of the public by following ACFID's Code of Conduct Complaints Handling Process either via their website www.acfid.asn.au, email code@acfid.asn.au or telephone 02 6281 9220.

61.6. Complaints handling procedure

Cufa views suggestions and feedback as positive steps in continually monitoring and improving our operations and we take any complaints, comments or feedback seriously. Each complaint is handled in a fair and independent manner and we aim, where possible, to reply within five (5) business days of receipt and every effort will be made to resolve the issue as quickly as possible.

When a complaint is made the following steps will be taken:

- The CEO will review the complaint and assign an appropriate staff member or committee to investigate, this will normally be a senior Cufa manager. If the complaint involves the CEO the Cufa Board will be responsible for investigating the complaint. If the complaint involves the Chair or a member of the Cufa Board a Board Membership Committee will be formed;
- The responsible person or committee will lodge the details of the complaint in the Cufa complaints register, ensuring the complainants privacy is respected;
- The responsible person or committee will investigate the complaint and seek to find a solution or resolution through direct consultation with those involved;
- A formal response will be issued within five business days (where possible) and the complaint will be resolved as quickly as possible;
- The responsible person or committee will decide on a course of action to address the complaint, including potential disciplinary action under the [Disciplinary Policy](#);
- The CEO will review all complaints and responses, unless they are involved in the complaint, when the Board will be responsible for the review;
- A summary of all complaints and responses are provided to the Board each quarter as part of the Board reports allowing for identification and response to trends and emerging issues; and
- All complaint forms and information are to be filed in a confidential folder in the Cufa drive.

61.7. Confidentiality

Cufa guarantees that all complaints will be treated with complete confidentiality. Coming forward with a complaint will in no way prejudice Cufa's treatment of either a staff member or stakeholder.

61.8. Whistle-blowing

Cufa staff must adhere to the [Whistle-blowing Policy](#). In the event that a member of the public wishes to report an instance where Cufa staff have not been committed to best practice in governance, compliance or ethical behaviour generally, the [Whistle-blowing Policy](#) and the Complaints Handling Policy should be followed. In the instance that the incident involves

Cufa's Chief Executive Officer, the Cufa Board will be immediately notified and involved in the investigation.

Country Office contact details

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