

# Brien Holden Foundation COMPLAINTS HANDLING POLICY & PROCEDURES

## POLICY

The Brien Holden Foundation (the Foundation) is committed to continuous improvement in accountability to all stakeholders. This is managed through the complaints handling procedure outlined in this policy.

The Foundation will ensure that complaints from stakeholders are heard, recorded, and resolved in an effective and professional manner. The Foundation believes that having well-managed mechanisms can improve the quality of our work, enhance the trust and confidence of stakeholders and identify areas of work that needs improving.

The Foundation aims to:

- deal with complaints in accordance with its Complaints Handling Policy
- ensure the respect and dignity of those wishing to raise an issue, concern or complaint about the Foundation
- raise awareness amongst partners, stakeholders and other parties' right to raise concerns and complaints with the Foundation
- ensure that intended partners, stakeholders and staff understand the complaints handling procedures
- allow us to correct mistakes and alert us to problems in our work
- help us to continuously learn and improve
- strengthen the relationships between partners and stakeholders
- implement procedures in order to receive and respond to complaints from partners

This Policy demonstrates:

### **Commitment**

We are committed to efficient and fair resolution of complaints by stakeholders

### **Responsiveness**

All complaints and constructive feedback will be taken seriously and handled as swiftly as practicable. All complainants will be treated courteously and kept updated on the progress of their complaint through the complaints-handling process.

### **Fairness**

Confidentiality is respected at all times. Complaints are to be managed in an open and transparent manner that is open for review whereby:

- Decision makers act fairly and provide reasons for decisions
- The person affected is given a fair hearing and opportunity to review
- All relevant information and arguments are considered

### **Visibility**

Information about the process for making a complaint will be clear and well publicized. Information on how to make a complaint will be accessible on the website and within other appropriate communications such as partner agreements

## **Accountability**

All complaints will be recorded through one central point before action is taken. The Foundation will have appropriate documentation and reporting of the complaints handling process.

This Policy deals with external grievances. Internal issues and grievances made by staff are dealt with in accordance with the Foundation's Grievance Policy and Procedures.

## **STANDARDS**

The Foundation's handling of complaints will meet the following minimum standards:

1. All complaints will be acknowledged as soon as possible and ideally within five working days by the recipient.
2. All complainants will receive a response giving the outcome of their complaint as soon as possible and ideally within thirty working days of receipt. If the matter is more complex a further acknowledgement will be sent explaining what further investigation is required to resolve the complaint and the likely timeframe.
3. All complaints should be recorded on a Complaints Record Form (Appendix A).
4. All complainants will be treated respectfully.

## **CONFIDENTIALITY**

Where possible all personal information including the fact that complaint has been made will be kept confidential. The extent to which the names of the complainant and the respondent, the fact of the complaint and any enquiry can be kept confidential will depend on the nature and seriousness of the complaint and the positions and responsibilities of the parties. In order to investigate the complaint an appropriate amount of information may need to be disclosed to those involved in the investigation

In all cases the overriding responsibility of the Director, Designated Officer and ultimately the CEO is to act in the public interest consistent with maintaining privacy and maintaining the assumption that any accused is innocent until proven guilty.

## **DEFINITION OF A COMPLAINT**

A complaint is any expression of dissatisfaction with a service the Foundation offers or provides. This includes matters such as:

- Unfair, inappropriate or incorrect management
- Improper behavior, misuse of authority or partiality by a Foundation staff member towards a stakeholder
- Abrupt, rude or aggressive behavior by a Foundation staff member to a stakeholder, either in person or via the telephone
- Breach of existing Foundation policy and procedures

A complaint is not:

- A general query about our 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 a Foundation service e.g. a campaign newsletter

Complaints should not be vexatious in nature, servicing only to cause annoyance and being without sufficient grounds.

## WHO CAN MAKE A COMPLAINT?

Any person, group of persons, organization, project staff or partners can provide feedback about the Foundation program, activities, staff, implementing partners

## COMPLAINTS HANDLING PROCEDURES

The Brien Holden Foundation welcomes complaints and constructive feedback. Complaints and constructive feedback will be accepted verbally, in writing or by telephone.

General complaints about the Brien Holden Foundation (Foundation) can be sent to the Director who is the Complaints Officer.

Email: [complaints@bhvi.org](mailto:complaints@bhvi.org)

Postal: Director of Foundation

Brien Holden Foundation

PO Box 6328

UNSW Sydney 1466

Telephone: +61 2 9385 7433

- Feedback and complaints can also be lodged in each of the countries in which the Foundation has a presence. These are provided as **Appendix C**. If a complaint is received directly to a country office the country manager must forward the complaint onto the Director.
- Special care will be taken to facilitate complaints from vulnerable populations including children and marginal groups.
- Where appropriate complain/suggestion boxes (e.g. in Vision Centres) will be used. The Foundation recognises that in some circumstances complainants may wish to remain anonymous. Because such complaints can flag problems that need fixing, they will be accepted, though clearly it may not be possible to provide a response or remedy to the individual.
- Complaints about the Director should be sent to Chief Executive Officer (CEO). If the complaint is not resolved or the complainant is not satisfied with the outcome, he or she may appeal to the Chairman of the Board.
- The Director is the focal point for all complaints made and has responsibility to delegate, initiate and coordinate the response in consultation with the CEO. Every reasonable effort will be made to investigate all the relevant circumstances and information surrounding a complaint. The level of investigation will be commensurate with the seriousness and frequency of the complaint.
- The Foundation is committed to taking all reasonable measures to monitor and regulate organization practices to fully adhere to the Australian Council for International Development (ACFID) Code of Conduct. In the event you wish to take matters regarding breaches of the Code of Conduct to ACFID, please visit the complaints section at: [www.acfid.asn.au](http://www.acfid.asn.au).

## Appeals

The decision of the CEO becomes final 30 days after it is announced. A complainant who is not satisfied with the decision of the CEO may appeal in writing to the Chairman of the Board within 30 days of the announcement. The Board may appoint an independent person or panel to deal expeditiously with an appeal in accordance with administrative law principles. The independent person or law panel will deliver its findings in writing to the Board.

If the complainant is still dissatisfied with the outcome, the complainant is not prohibited from complaining to other relevant bodies or seeking relief in a court with appropriate jurisdiction.

Everyone who makes a complaint to the Foundation will be treated with courtesy and respect. In return we expect people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unnecessarily pursue complaints the Foundation reserves the right to withdraw or modify its complaints process.

## **BRIEFING AND INDUCTION**

As part of implementing the policy and procedure the Foundation's Complaints Handling Policy will be part of the induction process for all new staff, board members, consultants and volunteers.

## **REVIEWING INFORMATION**

The Foundation will keep a log of all complaints received. This log will include summary information only and not reveal any information considered to be of a personal nature or confidential.

This information will be reviewed annually by the Foundation's Global Management. This will allow us to:

- > correct mistakes and alert us to problems in our work
- > help us to continuously learn and improve

Revised by: Education Officer  
Reviewed By: Director of Foundation  
Next Review Date: July 2021

**Appendix A****CONFIDENTIAL****Complaints Record Form**

All complaints about the Brien Holden Foundation, whether written or verbal, are to be recorded on this form. Forms need to be submitted to the Complaints Officer.

**DATE:** \_\_\_\_\_

**COMPLAINANT DETAILS**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Post Code:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Email Address:** \_\_\_\_\_

**COMPLAINT DETAILS:**

*(Please provide as much details and evidence as possible)*

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**OUTCOME:**

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**Has the Form been entered on the Complaints Handling Log:**

**Appendix B****Complaints Handling Log**

All complaints are to be logged on this Form. This log will be provided to the Global Management Team annually for review/analysis. This should include summary information only and not reveal any information considered to be of a personal nature or confidential.

<b>Date</b>	<b>Complaint</b>	<b>Outcome</b>	<b>Further information</b>

## Appendix C

Contact details for the lodgement of feedback and complaints in which the Foundation has a presence are:

<b>GLOBAL HEAD OFFICE - AUSTRALIA</b>	<b>CAMBODIA</b>	<b>PAKISTAN</b>	
Level 4 North Wing Rupert Myers Building Gate 14 Barker Street, UNSW, Sydney, NSW 2052 AUSTRALIA  (+61) 2 9385 7516	Brien Holden Foundation No. 228A, Street 155, Sangkat Toul Tumpong 1, Khan Chamkarmon, Phnom Penh, CAMBODIA  +855 23 993 260 Contact: Neath Kong	Brien Holden Foundation Plot number 05, Basement, Street number 09, Fayyaz Market, Sector G-8/2 Islamabad 44000 PAKISTAN  +92 51 8483435 +92 51 8483436 Contact: Khalid Saifullah	
<b>PAPUA NEW GUINEA</b>	<b>SRI LANKA</b>	<b>TANZANIA</b>	<b>VIETNAM</b>
PNG Eye Care Lions National Resource Centre for Eye Health School of Medicine and Health Sciences Taurama Campus, Taurama Road, 3Mile Port Moresby, NCD, 111 PAPUA NEW GUINEA  T: +675 7821 6301 E: <a href="mailto:gm.pngec@gmail.com">gm.pngec@gmail.com</a> Contact: Ben Zuvani	Brien Holden Foundation No. 731, Negombo Road, Mabole, Wattala, SRI LANKA  (+94) 112 982360 (+94) 112 982350  (+94) 714255072 Contact: Niroshan Perera	Brien Holden Foundation Msasani Tower, 6th Floor – Wing A, Kimweri street, Kinondoni District, Dar es Salaam TANZANIA  +255 222 923 339 +255 755 651 111 +255 785 948 949 Contact: Eden Mashayo	Brien Holden Foundation 8th Floor, 53A Le Van Huu, Hai Ba Trung District, Hanoi VIETNAM  (+84) 4 3944 8512 Contact: Huynh Phuong Ly