Complaints Management Procedure

South Sudanese Christian Welfare Association (SSCWA)

Aligned with Australian Standards (AS/NZS 10002:2014 - Customer Satisfaction - Guidelines for Complaints Management in Organizations)

1. Purpose

The purpose of this procedure is to provide a clear, accessible, and fair process for managing complaints raised by clients, service users, staff, volunteers, and community members. SSCWA is committed to resolving complaints promptly and improving its services based on feedback.

2. Scope

This procedure applies to all complaints related to SSCWA's services, operations, staff, and volunteers. It is open to all individuals or groups who interact with the organization, including clients, community members, and partners.

3. Definitions

Complaint: Any expression of dissatisfaction made to SSCWA, related to its products, services, or operations, where a response or resolution is expected.

- Complainant: The individual or group making the complaint.

- Complaint Resolution: The process of investigating and resolving the complaint in a fair and timely manner.

4. Principles of Complaint Management

SSCWA is committed to the following principles in managing complaints:

- Accessibility: Complaints can be made in person, by phone, in writing, or via email.

- Fairness: Complaints will be handled impartially, ensuring the complainant and staff involved are treated fairly.

- Confidentiality: Complaints will be handled in confidence, with information shared only when necessary for resolution.

- Transparency: The process for handling complaints will be clear and communicated to all stakeholders.

- Responsiveness: Complaints will be addressed promptly and within reasonable timeframes.

- Continuous Improvement: Feedback from complaints will be used to improve SSCWA’s services and operations.

5. How to Make a Complaint

Individuals wishing to make a complaint can do so through the following channels:

In Person: Visit the President

By Phone on 0469 803 389

By email at David.manyok@gmail.com

Complaints should include:

- The nature of the complaint.

- Details of the incident or concern.

- The name and contact details of the complainant (if they wish to be contacted).

- Any supporting evidence, if available.

6. Steps for Handling Complaints

1. Receipt of Complaint:

- Acknowledge receipt of the complaint within 2 working days.

- Record the complaint in the SSCWA complaints register.

2. Assessment and Investigation:

- An appropriate staff member or manager will investigate the complaint, gathering relevant information from the complainant and any involved parties.

- The investigation should be completed within 10 working days of receiving the complaint. If more time is needed, the complainant will be notified of the delay and the expected resolution time.

3. Resolution:

- Based on the findings of the investigation, the appropriate action will be taken to resolve the complaint. This may include an apology, a change in policy or procedure, or other corrective measures.

- The complainant will be informed of the outcome and any actions taken within 15 working days of the complaint being lodged.

4. Escalation:

- If the complainant is dissatisfied with the outcome, they may escalate the matter to the SSCWA Board of Directors for further review.

- If the complaint remains unresolved after this internal review, the complainant will be informed of external dispute resolution options, such as the Australian Human Rights Commission or a relevant Ombudsman.

7. Record Keeping and Confidentiality

All complaints will be documented and stored securely in accordance with SSCWA’s privacy and data protection policies. This documentation will be kept for a minimum of 7 years.

8. Training and Awareness

All SSCWA staff and volunteers will be trained on the complaints management process to ensure they understand how to receive and handle complaints appropriately. Training will be provided annually or as needed.

9. Review and Improvement

The complaints management procedure will be reviewed annually to ensure it is effective, aligned with Australian standards, and responsive to feedback. Any improvements identified will be implemented to enhance the overall complaint-handling process.

10. Contact Information

For further information or assistance in making a complaint, please contact:

David Manyok, President

This Complaints Management Procedure is consistent with Australian Standards (AS/NZS 10002:2014) and aims to ensure that all complaints are addressed in a fair, transparent, and timely manner.