



## OAU Complaints Policy FRG002 Policy

<b>Approval Date:</b>	<b>29 August 2024</b>
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<b>Policy Owner:</b>	<b>Executive Lead Public Engagement</b>
<b>Portfolio</b>	<b>Fundraising, Partnerships and Community</b>

### Policy Purpose

The purpose of this Policy is to establish the principles and governance approach to how Oxfam Australia (OAU) receives, investigates and responds to complaints, and to enable stakeholders, including the general public, to make complaints to OAU in a safe and confidential manner. This policy is a public document that can be readily accessed and shared with any interested person.

### Scope and Eligibility

This Policy applies to complaints and concerns about aspects of OAU's business, activities and the actions of its personnel, including staff, Directors, volunteers, subcontractors and any third parties performing work on OAU's behalf. Complementary policies of OAU specifically address Safeguarding, Whistleblower complaints and Community Feedback Mechanisms for international programs, including program participants and partners.

### Policy Statement

OAU is committed to providing accessible and effective complaint processes to foster accountability and continuous improvement. The principles below outline ways to make a complaint and how Oxfam Australia handles complaints when received.



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# Policy of Oxfam Australia

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## How to make a complaint

Phone	1800 088 110
Email	<a href="mailto:enquire@oxfam.org.au">enquire@oxfam.org.au</a>
Mail	Oxfam Australia Locked Bag 20004 Melbourne, Victoria 3001
Online portal	<a href="http://oxfam.whispli.com">oxfam.whispli.com</a>

### I. What is Oxfam Australia's attitude to complaints?

OAU values feedback and considers all feedback, including complaints, to be an integral part of the organisation's continuous improvement and governance processes. We recognise that complaints and feedback are an important component of our commitment to an inclusive, professional, and productive workplace, and an impactful organisation. Oxfam Australia is committed to providing a safe, supportive and efficient approach to complaints management and responses.

### II. How does Oxfam Australia handle complaints?

OAU acknowledges receipt of complaints and provides clear and timely information to complainants relevant to the matters that they have raised. OAU aims to resolve complaints to the satisfaction of the complainant at first point of contact unless the matter relates to misconduct such as fraud, sexual harassment or other unlawful conduct where the matter needs to be escalated and time is needed to resolve the complaint. Complaints are recorded and tracked in a log and summaries of the log are reported to the OAU Board. Oxfam Australia seeks to handle and resolve complaints in a way which is fair, consistent and in a timely manner.

### III. How are complaints categorised or triaged?

OAU assesses incoming complaints and allocates a person to handle the complaint. To triage complaints, OAU assesses the nature of evidence provided in the initial complaint and determines what fact finding or other activities would enable the allegations to be assessed. If a complaint is about misconduct, it is escalated immediately to the relevant subject matter expert or manager.

OAU responds to individual complaints about administrative matters such as complaints about timing or quantity of correspondence at the most immediate contact point possible to ensure prompt resolution.



## IV. What are the timeframes for responding to complaints?

OAU acknowledges receipt of complaints on the same day they are received at OAU or the next business day.

A response is provided to the complainant, including resolution of the complaint where possible, within 2 business days of the complaint being received.

Where complaints are more complex, the complaint will be reviewed by an OAU executive and a response, including resolution of the complaint where possible, provided to the complainant within 15 business days.

In the event that complaints cannot be resolved within 15 business days, OAU seeks to finalise a response within 30 business days or report to the complainant with any changes to this timeframe.

## V. How does Oxfam Australia provide safe ways to make complaints?

OAU provides people with choices about how to make complaints including making anonymous complaints. Complaints can be made verbally by phone or in person or in writing, online, by email or by post.

The [WHISPLI portal](#) enables anyone to make an anonymous complaint and offers ongoing communication with the complaint handler.

Once a complainant starts to lodge a complaint or whistleblowing report, they can upload files, save it as a draft to complete later, and submit it whenever they are ready. As soon as the complaint or report is submitted in WHISPLI the person can start chatting with [oxfam.whispli.com](#) whether they have chosen to do so anonymously or not.

OAU requires documentation of all complaints with the related data to be stored securely to ensure confidentiality and privacy. Access to complaint information is limited to those with a genuine need to know.

OAU also de-identifies complaints when reporting to OAU governance bodies including the OAU Board.

When OAU is working with partners internationally it encourages them to adapt processes to their context to ensure that complaint processes are accessible.



## VI. How does Oxfam Australia’s complaint handling foster accountability and continuous improvement?

OAU documents complaints and generates reports about complaints to identify opportunities for improved processes, decision making or systemic issues.

Managers and subject matter experts are accountable for complaint handling and are required to ensure that conflicts of interest are managed appropriately. Reports about complaints are provided to the OAU Board for consideration.

## VII. What referral information does Oxfam Australia provide about complaints that do not fall within the scope of this policy?

OAU provides information about other complaint pathways including reporting matters about other charities or fund-raising organisations to the Australian Charities and Not-For-Profits Commission and the Fundraising Institute of Australia.

## VIII. Where can people go if they are not satisfied with Oxfam Australia’s handling a complaint?

OAU is a member of the Australian Council for International Development (ACFID) and is bound by the ACFID Code of Conduct. A complaint can be made against any ACFID member when it is believed that they have breached the Code. The independent Code of Conduct Committee (CCC) is responsible for receiving, managing and investigating complaints against ACFID members. Generally, complaints must first be raised with the ACFID member organisation prior to going to the CCC. ACFID complaints information: <https://acfid.asn.au/code-of-conduct/complaints/>

OAU is a member of the Fundraising Institute of Australia. All members must comply with the FIA Code. Administration of the Code is overseen by an independent Code Authority whose responsibilities include ongoing monitoring, complaints adjudication, and compliance training. Complaints about members may be made the Code Authority in writing. More information is available here: <https://www.fia.org.au/s/about-fia-code/code-authority>

## Related Documents

- Oxfam Australia Whistleblowing Policy
- Oxfam Australia Investigation Procedure
- ACFID Code of Conduct
- Protection from Sexual Exploitation, Abuse and Harassment Policy – Australia Context
- Child Safeguarding Policy – Australia Context
- Digital Safeguarding Policy



# Policy of Oxfam Australia

- Safeguarding Youth Policy
- Oxfam Employee Code of Conduct
- Oxfam Non-Staff Code of Conduct
- Oxfam Policy on Community Feedback Mechanism

## Information about this policy

Version Control	Date Effective	Date last amended	Summary of Amendment
1	13 August 2024	N/a	New policy
2	29 August 2024	29 August 2024	Added section on timeframes.