

## Supporter and Public Feedback and Complaints handling procedure

Oxfam Australia seeks to ensure that our feedback handling processes are effective, safe, confidential and accessible to all stakeholders, irrespective of their gender, status or background and without prejudice to their future participation. We're committed to listening to our supporters and members of the public, respecting their rights and reporting back to them about our work. For more information please refer to our recently updated <u>Supporter Charter.</u>

Information about our supporter and public feedback procedure is accessible on our website <a href="here">here</a> and <a href="here">here</a> while specific information regarding our privacy policy can be accessed <a href="here">here</a>. Contact information for feedback and complaints is available on our website, and incorporated into all outgoing mail/email correspondence. These include a contact telephone number, along with our email and postal address. Oxfam Australia is committed to using your information responsibly. You can read our Privacy Policy <a href="here">here</a>.

## Oxfam Australia accepts supporter and public feedback via email, telephone, post, web, web chat and social media.

The Complaints and Compliments cases are reviewed regularly to ensure that there are no cases pending and that all issues have been appropriately resolved.

A complaint or compliment from a supporter or a member of the public is received via one of the channels listed above.

Supporter Services team member acknowledges the complaint and logs it in our database as a Complaint or Compliment case

The Supporter Services team member works with the individual to identify a resolution to the complaint, or ...

...when required,
Supporter Services
consults the relevant
Oxfam Australia team for
additional information to
facilitate resolution.

A response is provided to the feedback or complaint, usually within 48 hours of the feedback being received. If this is not possible, the individual will be advised of the timeframe for resolution.

When the matter is resolved, the Complaints and Compliments case is closed

## Due to the sensitivity, feedback regarding privacy is addressed via a slightly different procedure:

NB. Advice on making a complaint regarding an alleged Code breach is included in the annual report and available on the external website here

A privacy complaint is received



The Privacy Officer will review the issue, make contact with the complainant and work with them to resolve the issue.

