

FEEDBACK AND COMPLAINTS HANDLING POLICY

Why do we need this policy?

This policy outlines the Feedback and Complaints handling approach of Save the Children Australia and its Subsidiaries (SCA). All SCA Representatives in all locations must comply with the responsibilities as outlined in this policy when receiving a complaint, however specific complaints handling procedures may vary between departments and/or locations.

This policy ensures that you can share feedback or make a complaint to SCA. It is important that your concerns are acknowledged, understood and appropriately resolved.

How do I make a complaint?

There are many avenues by which you can make a complaint or provide feedback to SCA.

- You can submit a complaint or provide feedback on our website: [Contact Us](#)
- You can call our general enquiries line on **1800 76 00 11**
- You can send an email to info@savethechildren.org.au
- You can write us a letter at **Locked Bag 2, Carlton South PO, VIC 3053.**
- You can speak in person to a Save the Children Australia or 54 Reasons staff member, volunteer, or third-party representative.
- You must not be abusive, offensive or prejudiced in your complaint. Complaints containing abusive or offensive language or content are not entitled to a response from SCA.
- If you are unsatisfied with the outcome of a complaint, you can request a second review by a more senior SCA representative.
- SCA workers wanting to provide feedback or make a complaint should refer to the SCA Code of Conduct.

Responsibilities of Save the Children Australia

SCA representatives have a responsibility to:

- Ensure that receipt of complaint is acknowledged within 2 business days, and that all complainants are treated in a courteous and empathetic manner.
- Address complaints in an equitable, objective and unbiased manner and recorded according to relevant operational procedures.
- Ensure that information collected is relevant, correct and, and that personally identifiable information is actively protected from inappropriate disclosure.
- Ensure that age, gender, literacy or language do not present a barrier to making a complaint. Information about making complaints and providing feedback is readily available in easily understandable terms that consider the needs of vulnerable and minority groups, including Aboriginal and Torres Strait Islander and Pacific communities and people from culturally and linguistically diverse backgrounds.
- Refer complaints promptly to external agencies where appropriate or where mandated by law.