



Revision 21 Page 1 of 2	Date 22 Mar 2013	Complaints
Revised by Sean Donovan	Approved by Fr Adrian Meaney	MSCM460 – Complaints (ACFID D.6.2).docx

This policy meets the requirements for ACFID accreditation for section D.6.2 Complaints

Goals of the policy

We value complaints as they assist us to improve our processes.

This policy has been designed to assist donors, recipients and staff. MSC MISSION OFFICE AUSTRALIA INCORPORATED is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all customers making a complaint equally.

We will make our complaint handling policy and procedure readily available so that all stakeholders are aware of it.

Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made to staff by a donor, recipient or member of the public in relation to our activities.

Recording complaints

All complaints made, verbal or written, will be recorded with our business records at the time the complaint is made, or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details.

When taking a complaint, staff will record the name and contact details of the person, as well as full details of the complaint including the date. Details of all communication with the person and any actions to resolve the complaint will be recorded in the same place.

Recorded complaints will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues.

A Person's details or details of their complaint will not be divulged to third parties unless we have the consent of the person.

Informing progress

We strive to resolve all complaints within a month. Written complaints will be acknowledged promptly.

People making a complaint will be:

- given an approximate timeframe at the time they make their complaint.
- informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.
- informed of any changes to our processes as a result of their complaint.

Where appropriate, people who have had a complaint resolved will be contacted at a later date to see if they are happy with how their complaint was handled.



Revision 21 Page 2 of 2	Date 22 Mar 2013	Complaints
Revised by Sean Donovan	Approved by Fr Adrian Meaney	MSCM460 – Complaints (ACFID D.6.2).docx

Responding to complaints

All people making a complaint will be treated with courtesy.

Where possible, complaints will be resolved at the first point of contact. Complaints will still be recorded.

If the complaint can't be resolved immediately, the customer will be given a timeframe, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

Escalation of complaints

If a complaint cannot be resolved by the usual complaint process, it should be referred to the Director and the customer will be informed and given an amended timeframe for resolution.

If we cannot resolve the complaint to the persons's satisfaction, we will inform them about where they can take further action (e.g. Office of Consumer and Business Affairs, Equal Opportunity Commission, ACFID).

Review of complaint handling policy and procedures

MSC MISSION OFFICE AUSTRALIA INCORPORATED is committed to continuous improvement and this policy will be reviewed periodically for effectiveness and updated as required.

This complaint handling policy is supported by management. We commit to providing this policy to all staff and displaying publicly.