



*Christ's Heart for the World's Poor*

54 Strathalbyn Road, Aldgate, South Australia 5152  
Postal Address: PO Box 1110 Stirling, South Australia 5152  
Telephone +61 (0)8 8370 1256  
Facsimile +61 (0)8 8370 1262  
E-mail [prayaid@picknowl.com.au](mailto:prayaid@picknowl.com.au)  
www. [missionworldaid.org](http://missionworldaid.org)  
ABN 82 933 597 596

## MWA Policy Document

### Complaints

#### 1. Commitment to good complaints handling

The MWA Board is sensitive to feedback on how well we are achieving the objectives of the organisation, and how well we are operating as a team to do so.

Communication with stakeholders is crucial to our continued ability to make a positive impact on society, and we value the opportunity to hear and learn from people concerned enough to contact us. We are always seeking to improve our operations.

No person making a complaint will be victimised or disadvantaged for making a complaint.

#### 2. Scope of Policy

This Policy is intended to apply to any complaint, regardless of who makes it.

We regard a complaint as any expression of dissatisfaction about our organisation, our volunteers, our partner organisations or their personnel, our contracted service providers or anyone else acting on our behalf.

A complaint may be made by a person to whom we deliver services or who is affected by our services, a partner organisation, a local organisation with which we work, volunteers, donors, beneficiaries or recipients of aid, or a member of the public.

Should MWA employ staff in the future, MWA staff would also be included.

Examples:

This Policy applies if, for example:

- a member of the public contacts us to express their concern about the way in which we have treated them as a customer in our shop
- a partner organisation or aid beneficiary raises with us concerns about the quality of the aid materials or services provided to them, or the manner in which they are provided.
- A person contacts us about the behaviour of an MWA or our partner organisation staff or volunteer, or an allegation of financial wrongdoing,
- a volunteer feels the workplace is not safe.

#### 3. Publicising this Policy

Reference to this policy will be provided in MWA's Annual Report, and it will be available to view on our website, or provided on request.



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MWA Volunteers will be made familiar with the provisions of the policy so that they can refer people to it and its provisions as needed, and be competent to activate the complaints process if required.

Prospective Partner Organisations will be referred to our Annual Report and website. Any agreement with a Partner Organisation will refer to and require compliance with this Policy, with instructions and communication channels made relevant to the specific agreement.

#### 4. Child Friendliness

MWA and its partner organisations are committed to ensuring that complaint processes are accessible to children. A child is anyone who is under 18 years of age. As a principle, the child should have the support of a person in whom they have confidence with them in this process.

Where a child is unable to express their complaint through a formal process, staff engaged with the child will receive and document the complaint on behalf of the child having regard to the seriousness of the circumstance and the wishes of the child with regard to what they would like to happen to resolve their complaint.

Where a complaint involves abuse of any kind, then the MWA Child Protection policy and the equivalent policy of the relevant partner organisation is to be applied.

In responding to the complaint, the management or Board of MWA should ensure that the process undertaken is appropriate to the age and circumstance of the child and that the process will not exacerbate any anxieties the child might be feeling.

MWA will encourage partners to develop culturally appropriate training for children explaining child safe principles and how they can make a complaint.

#### 5. How complaints may be made to MWA

The MWA website, letterhead, and Annual Report have phone, fax, email and written address contact details for MWA. Partner Organisations must provide details to beneficiaries on request. Beneficiaries may obtain the contact details from the sources above, or from the partner organisations representative.

Mail and phone contact is managed through the combined office for Mission World Aid, Inc and Australian House of Prayer For All Nations Inc, which is staffed during normal office hours.

- Written complaints should be directed to:  
The Director, Mission World Aid, Inc.  
54 Strathalbyn Road,  
Aldgate,  
South Australia, 5152.  
These will be opened by trained office staff for initial assessment.
- Telephone complaints made during business hours to +61 8 83701256, will be logged, and contact details taken, and if needed, arrangement for the Director or delegate to respond as soon as

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**Tax Deductable donations to Account name: Mission World Aid BSB: 105079 Account # 040615340**



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practicable.

- Email complaints sent to [admin@ahopfan.com](mailto:admin@ahopfan.com) should state in the subject line "Mission World Aid – Complaint", and be directed: Attention: the Director, Mission World Aid, Inc.
- Urgent complaints outside office hours can reach the Director on +61 42 777 1122 and at [tony.scammell@ahopfan.com](mailto:tony.scammell@ahopfan.com).
- MWA does not yet have capability for on-line submission of complaints (other than by email).
- In person complaints should be by appointment, to ensure the appropriate MWA staff are available.

## 6. How we will handle minor complaints

MWA office staff will be trained to, if possible,

1. Immediately resolve any minor issues or misconceptions,
2. make any minor restitution or apology,
3. accurately and fully record/log the complaint and contact details in a dedicated, secure complaints register file (with regular back-ups)
4. log whether the complaint was resolved,
5. confirm resolution in writing to the complainant as needed,
6. inform the MWA Director by email,
7. File any correspondence.
8. Comply with privacy regulations.

The Board will review the complaints register at each Board meeting.

Examples

- A call to say the shop volunteers were late in opening the doors.

## 7. How we will handle complex complaints

More complex complaints will:

1. be logged on the register
2. be accurately recorded for complaint and contact details
3. be immediately forwarded to the Director of Mission World Aid, Inc.
4. be assessed by the Director for;
  - a. immediate action or for review by the Board (either by email correspondence, or at the next meeting).
  - b. whether Child Protection or financial wrongdoing procedures are to be implemented
  - c. ACFID Code compliance issue or not.
5. If the ACFID code is at risk of having been breached, then the complainant will be advised of the applicability and availability of the ACFID Complaints process.

The Board will review the register and progress to resolution of complaints at each Board meeting.

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## Examples

- Complaints questioning legality (eg safety) or integrity (fair dealing) of any actions by:
  - MWA board members
  - MWA volunteers
  - MWA partner organisations
  - MWA suppliers or contractors while doing work for MWA.

Complaints against board members will first be referred to Jenny Hagger AM as founder and Apostle overseeing the vision and integrity of Mission World Aid. Jenny Hagger AM may refer such matters to an expert third party for independent assessment, advice and assistance.

## 8. Responding to and closing a complaint

1. Minor complaints will be closed by the office staff and reviewed by the Director and Board. If resolution not possible, then escalation to the Director to close.
2. Questions of integrity and legality not implicating the MWA Board will be closed by the Director with agreement from the Board. However these may also need referral to or liaison with ACFID within the prescribed time frame if compliance with the Code of Conduct is in question. If resolution not possible then escalation to the Board with Chair to close.
3. Questions of legality and integrity aimed at Board members will be closed by the Chairman with advice from Jenny Hagger and independent experts as needed. If resolution not achieved, independent arbitration will be sought. ACFID may also be involved in cases of this level.

In all cases the register will be maintained of the complaint and whether it was resolved satisfactorily or not. A response and confirmation of resolution in writing (email acceptable) will be provided to the Complainant whenever possible.

Reference to the independent complaints procedure for breaches of the ACFID Code of Conduct will be provided for any complainant who feels their issue has not been resolved. ( ACFID Complaints Policy and Process <https://acfid.asn.au/content/complaints> ).

## 9. Our timeframes

MWA through the third party office will endeavor to resolve minor issues immediately upon notification.

MWA will endeavor to formally acknowledge all complaints received within 5 working days, providing advice on the procedure that is to follow if resolution cannot be made within the 5 days time frame.

Resolution times will vary, but typically a substantive response to more complex complaints will be provided within 30 days, and MWA will maintain regular communication in the event of a longer more complex resolution.



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## 10. Confidentiality

MWA will not reveal a complainant's name or personal details to anyone outside the organisation without the complainant's permission.

## 11. Recording complaint data

The complaint register will include

- Complainant details
  - Date and time of receipt.
  - Method: phone mail email, etc
  - Name of person
    - Contact details
  - Name of organisation
    - Contact details
- Nature of Complaint
  - Severity/Complexity
    - Minor
    - Legal
    - Integrity
    - Directed at Board
    - ACFID Code violation
  - Description
    - Country
    - Problem (need to define categories over time as complaints occur)
    - Persons or organisations involved
  - Desired outcome
- References and or live Links to correspondence and other files.
  - Complainant
  - Internal
  - Resolution process
- Checklists
  - Escalation procedures
  - Resolution statistics
  - Legal Issues outstanding
  - ACFID Code issues outstanding
- Statistics
  - Percent resolved by Time to resolution

## 12. Reporting about complaints

The Board will review the register and progress to resolution of complaints at each Board meeting, and as required for serious complaints.

## 13. Continuous improvement

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The MWA board will assess the effectiveness of the complaints system by judging the time to resolution per level of complexity, and by assessing if any repeat complaints occur, indicating a need for further change/improvement in operations.

#### 14. Resources

ACFID Complaints Policy and Process <https://acfid.asn.au/content/complaints>  
Australian Standard: Customer satisfaction – Guidelines for complaints handling in organisations (ISO 10002:2004)

Approved: 18<sup>th</sup> November, 2020

#### Complaints Register format

#      Date              Time              Method Complaint made:

MWA person receiving complaint:

Complainant Name & Contact Details:

Complainant Organisation Name & contact details:

Nature of Complaint:

Severity/complexity of complaint:

Description:

Location: Country, Site, Partner:

Persons or organisations involved:

Problem:

Complainants Desired Outcome:

Action(s) taken by MWA:

Timeframe for Response or Resolution:

Referred to who in MWA for Resolution.

Third Party notification if required:

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