



COMPLAINTS POLICY

Date of Approval: February 2nd 2023

Version: 2

Review Date: February 2nd 2023

Policy Type: Board Policy

Review History Table

A Liquid Future's Complaints Policy will be reviewed annually. Some circumstances may trigger an early review, this includes but is not limited to legislative changes, organisational changes, incident outcomes and other matters deemed appropriate by the Board and/or Chief Executive Officer. A Liquid Future retains records to document each review undertaken. Records may include minutes of meetings and documentation of changes to policies and procedures that result from a review.

Revised on	Version	Date of Approval	Approved by	Content reviewed/ Purpose
28/01/2023	1	14/12/2020	ALF Board	Policy Revised
	2	02/02/2023	ALF Board	Policy Revised

Goal

A Liquid Future is committed to operating in accordance with guiding principles of honesty, transparency, clarity and balance. We are committed to achieving or exceeding the standards required by the Australian Council for International Development's (ACFID) Code of Conduct. Complaints assist us to improve how we operate and deliver our services.

This policy has been designed to assist supporters, stakeholders and staff. A Liquid Future 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 stakeholders making a complaint equally and with respect.

The Whistle-blower Policy can be used by either internal or external complainants in instances where the issue is related to suspected unethical, illegal, fraudulent, corrupt, or dishonest conduct. This policy can be found on A Liquid Future's website.

We will prominently display our complaint handling policy so that supporters and stakeholders feel assured of our practices and ethics.

Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made to A Liquid Future or its staff by a staff member, board member, supporter, partner, beneficiary or member of the public in relation to our organisation or activities.

Receiving complaints

We are able to receive complaints by email (info@aliquidfuture.org), by telephone (*Australia*: +61 450 496 735) and in writing by post (*Australia*: Unit 2, 8 Poinciana Avenue, NSW 2488; *Indonesia*: Kantor ALF, Jalan Raya Tua Buho Buho, Desa Buho Buho, Morotai Timur, Kabupaten Morotai, Maluku Utara, 97772).

Complaints may be made by a friend, family member, advocate, legal guardian or representative of the complainant on their behalf, for example in the case of a child.

All complaints made, verbal or written, will be recorded at the time the complaint is made; and immediately passed on to A Liquid Future's Complaints Officer. If a resolution that is fully acceptable to the complainant is not immediately arrived at, the CEO is to be briefed on the complaint. The complaint should be recorded by the staff member who took the details. Records of all complaints, whether resolved or not, are to be provided to the CEO.

When taking a complaint, staff will record the name and contact details of the complainant, as well as full details of the complaint including the date.

We recognise that in some circumstances complainants may wish to remain anonymous. If a complainant reasonably requests anonymity, staff will acknowledge this, respect their request, and only record such details as the complainant agrees to.

Details of all communication with the complainant and any actions to resolve the complaint should 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.

Complainants' personal details or details of their grievance will not be divulged to third parties unless we have their written consent or there is a legal or regulatory obligation requiring us to provide those details.

A complainant may also refer a complaint alleging a breach of the ACFID Code of Conduct directly to the ACFID Code of Conduct Committee.

Complaints that fall outside of the scope of this policy involving another organisation or government department should be dealt with following that party's complaints policy and any other relevant documents.

Complaints Process

Beyond the initial receipt and recording of a complaint, the following process will be initiated:

Informing complainants of progress

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

Responding to complaints

All persons making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact.

If the complaint cannot be resolved immediately, the complainant will be given a contact person and further details of the complaint handling process. In most cases, the staff member taking the complaint will be the contact person.

Following this initial response we endeavour to resolve all complaints as swiftly as reasonably possible, noting that depending on the nature of the complaint, for logistical reasons this may take up to 45 working days, as we work in remote areas where access to communication

technologies is limited, which may delay reporting and investigation processes.

All efforts will be made to provide appropriate assistance to complainants in relation to the complaint including medical, social, legal and financial assistance or referral to such services.

Escalation of complaints

If the complaints process cannot resolve a complaint, it will quickly be escalated to the Board of Directors. The complainant is to be informed and given an amended timeframe for resolution. All complaints of breach of the ACFID Code of Conduct are to be reported to the Board. These include any complaints involving protection of children, fraud, corruption and/or serious misconduct. If the grievance cannot be satisfactorily resolved, A Liquid Future will inform complainants where, externally, they can take further action (e.g. ACFID, ASIC). A board member will also contact the complainant.

If the complainant is unhappy with A Liquid Futures response or they believe appropriate action has not been implemented, they may appeal to the next management level. If the matter involves an executive level manager, it should be referred immediately to the CEO. If the complaint involves the CEO it should be referred to the Chair of the board.

Outcomes of complaints

We will ensure that all relevant personnel are informed of the outcomes of complaints and the implications for our services, procedures and processes.

We will take action as required. We will be prepared to change the way in which we operate and improve or undertake further training of staff. Where needed we will counsel or discipline staff or volunteers.

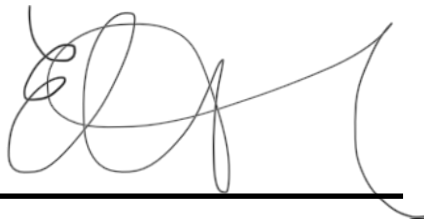
Where appropriate we will consult and take advice from ACFID and/or other relevant regulatory/enforcement authorities.

Continuous improvement in complaint handling

We will continually monitor and review the effectiveness of our complaint handling and make improvements as appropriate.

Training of Policy

New staff will be provided with the policy during their induction to A Liquid Future. The policy will also be available to all staff on a nominated share drive and on A Liquid Future's website.



Elizabeth Grace Murray
(CEO)



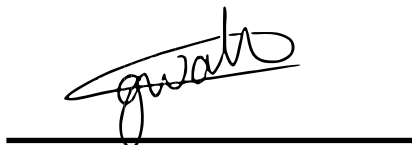
Rory Gollow
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