

# COMPLAINTS

## OUR COMMITMENT TO YOU

We have five core service principles that underpin our commitment to you:

1. We are responsive when you contact us
2. We are always professional in our dealings with you
3. We value your feedback and we listen and are engaged
4. We respect your privacy
5. We are accessible to you through many different contact channels

FONAI aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know. After all, without your support, we would not be able to fulfil our mission of funding education opportunities for marginalised and vulnerable people in Nepal.

However, we know that there may be times when we do not meet our own high standards. When this does happen, we want to hear about it, resolve the situation as quickly as possible and put measures in place to stop it

We take complaints very seriously and we treat them as an opportunity to develop. This is why we are always happy to hear from people who are willing to take the time to help us improve.

So, how can you tell us your thoughts?

## HOW TO MAKE A COMPLAINT

**Call:** You can call us on 0414 358 106 in business hours.

Outside of these hours, you can always leave us a message and a contact number and your call will be returned within one working day.

**Email:** You can email us at [friendsofnepal@ozemail.com.au](mailto:friendsofnepal@ozemail.com.au)

**Write:** You can write to us at:

Friends of Nepal-Adelaide Inc 23 Centre Way, Belair 5052

Please include your name, address and a contact telephone number in your email or letter so that we can get back in touch with you easily. Complaining to us is free.

## OUR RESPONSE

Where possible, complaints will be resolved at first contact with us. Our members are empowered to resolve complaints promptly and with as little formality as possible. We adopt flexible approaches to service delivery and problem solving to enhance accessibility for your complaints and/or your representatives. We will promptly acknowledge receipt of your complaints. We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

When appropriate we may offer an explanation or apology to the person making the complaint.

We are committed to managing your expectations, and will inform you as soon as possible, of the following:

- the complaints process
- the expected time frames for our actions
- the progress of the complaint and reasons for any delay
- your likely involvement in the process
- the possible or likely outcome of your complaint.

## RESOLUTION

We will advise you as soon as possible when we are unable to deal with any part of your complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

If you are dissatisfied with the outcome of our review of your complaint, you may seek an external review of our decision. Australian Charities & Not for Profit Commission <https://www.acnc.gov.au/>

We will also advise you as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.

We will address your complaint with integrity and in an equitable, objective and unbiased manner. Your confidentiality will be protected.