

Interplast Australia & New Zealand

Complaints Policy

Policy Status:
Approved

Initial CEO Endorsement:	10 October 2012
Board Approval Date:	10 October 2023
Last Review Date:	28 September 2023
Future Review Date:	01 October 2025
Frequency of Review:	2 years
Policy Owner:	Head of Corporate Services

Revisions to Policy

Significant Changes	Endorsed by CEO	Approved by Interplast Board
Initially approved	10 October 2012	16 October 2012
Annual review and updates including Minor grammatical, spelling and wording changes, changes to minimum standard, updates to reporting	2013 - 2017	
Minor updates to reflect new ACFID Code of Conduct. Deleted reference to the Risk Management Framework from complaints report presented to the Audit and Risk Committee.	16 November 2017	21 November 2017
Deletion of fax number from Interplast contact details. Minor update to ACFID Code of Conduct reference. Inclusion of Whistleblower Policy reference. Inclusion of third-party contacts.	8 November 2018	20 November 2018
ACNC included in the list of statutory bodies under 6a.	1 November 2019	19 November 2019
Updated to reflect new template and new definitions. Separated policy and procedure. Complete review.	28 September 2023	10 October 2023
Minor edits	16 September 2024	

Contents

Revisions to Policy	2
Section 2: Scope.....	4
Section 3: Guiding Principles	5
Section 4: Policy.....	7
4.1: Receiving a complaint	7
4.2: Referring and reporting a complaint.....	7
4.3: Recording complaints.....	8
4.4: Handling complaints.....	8
4.5: Maintaining anonymity	9
4.6: Providing support and protecting complainants from harm	10
4.7: Ensuring fair treatment	10
4.8: Communicating outcomes of complaints	10
4.9: Appealing a decision	11
4.10: Socialising this policy and providing training	11
4.11: Learning from complaints	11
Section 5: Monitoring and Review of this Policy	12
Section 6: Related Documents and Legislation.....	12
Section 7: Definitions.....	13
Section 8: Appendices	15
Appendix A - General information (Publicised on Interplast website).....	15
Appendix B - Complaints Record Form	20

Section 1: Purpose

The purpose of the Complaints Policy is to demonstrate Interplast Australia & New Zealand's (Interplast's) commitment to receiving, handling and resolving complaints appropriately and responsibly and to ensure that Interplast's personnel have a clear understanding of our approach to handling complaints received.

Interplast welcomes all feedback and complaints as we understand that they can help us improve the quality of our work, identify areas of work that may need to be improved, and ensure Interplast learns from the feedback provided through this process.

Having a clear, open, accessible yet also confidential process for stakeholders to make a complaint helps to build the trust and confidence of our partners and stakeholders and is important for maintaining and demonstrating accountability.

This policy is aligned to our Employee Code of Conduct and will support Interplast to meet our legal and regulatory obligations.

Section 2: Scope

This Complaints Policy deals solely with external complaints or grievances made regarding the work of Interplast and the behaviour of Interplast personnel and observers in Australia and overseas.

While the policy needs to be understood and used by all personnel and observers of Interplast, this policy only covers complaints made by those external to Interplast including:

- a person with whom Interplast works to deliver its international programs including program beneficiaries (recipients of clinical services or training activities) local partners, organisations and national governments
- other NGOs
- members of the Australian public
- supporters, donors, trusts and foundations; and
- The Australian Government.

Additional policies may also be relevant, depending on the type of complaint received. These include:

- Child protection (Child Protection Policy)
- Sexual exploitation and abuse and harassment (Prevention of Sexual Exploitation, Abuse and Harassment Policy)
- Equal employment opportunity or discrimination in the workplace, including workplace harassment (Equal Employment Opportunity and Anti-discrimination Policy)
- Fraud and/or corruption (Anti-fraud and Anti-corruption Policy)
- Whistleblowing (Whistleblowing Policy).

Internal issues and grievances made by personnel and observers of Interplast are dealt with in discussion with management and in accordance with Interplast's Grievance Resolution Policy. Internal complaints regarding serious misconduct or wrongdoing should be made through the Interplast Whistleblower Policy and supporting procedures.

Section 3: Guiding Principles

Interplast is committed to handling complaints fairly and consistently, in an open, safe, confidential manner, and to resolving complaints as quickly as possible. Interplast aims to make it easy for people to make a complaint and treats all people making a complaint equally and fairly. Appendix 1 contains general information for people who may wish to make a complaint.

While every complaint is different, Interplast consistently applies the following principles:

Responsiveness

We respond promptly when a complaint or constructive feedback is received. We assess the urgency and seriousness of the complaint and provide advice about how we will handle the complaint. Our response to complaints differs according to how urgent or serious they are. If somebody's safety or security is at risk, we respond immediately and will escalate appropriately.

We are committed to managing complainants' expectations, and will inform complainants of the following:

- Acknowledge the complaint within 5 days of receipt
- What will happen next (the complaints process)
- When it will happen (the expected timeframes for our actions)
- How it is progressing (whether an investigation may take place, reasons for any delays and opportunities for participation in the process).

Interplast aims to resolve all complaints within one month of receipt. If a complaint is unable to be resolved within one month, the complainant will be provided with updates until the complaint is resolved and will be provided with a copy of the Complaints Policy.

Once resolved, complainants will be provided with a detailed response to their complaint and the outcome (within applicable legislation, legal advice and Code practice requirements).

If we cannot deal with any part of a complaint, we will advise the complainant (and if possible, we will advise them of potential alternative actions that may be taken). If the complaint is about something that is not within the scope of our organisation, it will be referred to the relevant party.

Accessibility

We promote safe and dignified ways of making a complaint. We can be contacted in multiple ways, and we publicise these clearly on our website for all stakeholders to see. It doesn't cost any

money to make a complaint. We work with our program partners to develop ways to make complaints that are safe, easily accessible, while being mindful of local contexts, culture and language (including low literacy).

Complaints should be addressed to the Interplast Chief Executive Officer (CEO) and will be accepted in any of the following formats: telephone, e-mail, letter and in person. (see Appendix A).

If the complaint is about the CEO, you should contact the President of the Interplast Board.

People-focused and survivor-centred approach

We put people first. We understand that making complaints can be difficult. We commit to a “do no harm” approach to handling complaints. We prioritise the safety, rights, needs and wishes of all people while ensuring procedural fairness to all parties. We especially recognise the needs of those who are vulnerable or may be survivors of harm. Putting people first means:

- Welcoming feedback and complaints and committing to actively resolve them
- Treating complainants with dignity and respect
- Actively involving complainants in decision making
- Providing complainants with comprehensive information
- Protecting privacy and confidentiality
- Where required, assisting complainants to access other support services including health or psychological services and addressing any immediate protection assistance and or rehabilitation priorities.

Confidentiality

We understand that people may feel safer to report a complaint if they know it will be treated confidentially. Making a complaint confidentially means a complainant’s identity (name and other details) will not be shared, wherever possible and appropriate. It is also possible to make an anonymous complaint. Sometimes we need to share some information with other people. Confidentiality means we share with the minimum number of people, as required by law and only with people who need to know in order to investigate the complaint or find a remedy.

Fairness and consistency

Each complaint will be handled consistently, and addressed in a fair and equitable, and unbiased manner throughout the process. We follow procedural fairness which means that all parties, including the respondent, are heard without undue delay and treated with impartiality and objectivity. We will ensure that the person who is the subject of a complaint does not also handle the complaint and all issues of conflict of interest will be identified to ensure objectivity.

Safety

We have zero tolerance of retaliation or punishment in response to making a complaint. We will take all reasonable steps to make sure that people making complaints are not negatively

affected because a complaint has been made by them. In the case of someone making a complaint on another person's behalf (for example, a family member speaking up on behalf of the complainant), we will do our best to ensure that both the complainant and anyone advocating for them are not affected.

Learning

We learn from complaints and concerns. We strive to prevent it happening again. Through collection, classification and analysing complaints, we can identify where we can improve our programs or policies. Trends and problems that require action can be highlighted and addressed.

Accountability and commitment

Accountability for handling complaints and reporting on the actions and decisions of Interplast with respect to complaints is clearly established. All complaints will be recorded through one central point before allocating responsibility to the appropriate team member to respond. Interplast will ensure there are sufficient resources and expertise provided to handle complaints.

Section 4: Policy

4.1: Receiving a complaint

Any person who receives a complaint must personally and directly notify Interplast's Chief Executive Officer (CEO) of the complaint they have received.

Where appropriate, general complaints (see Appendix A) are referred, investigated and resolved by the personnel with the most relevant expertise. Where this is not possible (because the complaint is sensitive, or because the allegation involves personnel), the matter will be reviewed by the CEO and, if required, escalated to the Board of Directors and/or referred to an external party.

Sensitive complaints (including fraud, sexual exploitation, abuse and harassment and child protection matters) are **always** referred to the CEO **and** relevant SEAH focal point person for investigation, **and** the Board of Directors will be notified of the complaint.

Sensitive complaints will be assigned to the most appropriate person who is impartial and who has the authority to take action where necessary. For example, where a complaint involves the CEO, it must be referred to the President of the Board of Directors.

4.2: Referring and reporting a complaint

Complaints that are made about another organisation and/or their personnel will be referred to that organisation. It is the responsibility of that organisation to resolve it under their own complaints handling mechanism.

Interplast abides by all mandatory reporting requirements. We are obligated in certain circumstances to report to authorities, such as law enforcement agencies, the Commonwealth Department of Foreign Affairs and Trade (DFAT) or the Australian Council for International Development (ACFID).

For example, in the event of a complaint about child protection or fraud, we must report this to DFAT and provide information about the handling of the complaint.

Complaints with criminal aspects (including alleged incidents of fraud, sexual exploitation, abuse and harassment) may also be reported to law enforcement. Interplast will consider whether it is safe to do this and take into consideration the wishes of the survivors and whistleblowers.

Interplast is a signatory to the ACFID Code of Conduct and is committed to recognising the importance and value of listening and responding to concerns and complaints and ensuring all stakeholders are enabled to make complaints to the organisation in a safe and confidential manner. (Commitment 7.3.3. ACFID Code of Conduct).

If a complainant believes that Interplast has breached the ACFID Code of Conduct, a complaint may be lodged directly with the [ACFID Code of Conduct Committee](#). Interplast provides information on our website, within the Complaints Policy, and in our annual reports about how to make a complaint regarding an alleged breach by Interplast of the ACFID Code of Conduct, to the ACFID Code of Conduct Committee.

4.3: Recording complaints

All complaints are recorded appropriately. A Complaints Record Form (see Appendix B) must be completed for every complaint received and a complaints register is also maintained by the Head of Corporate Services and is stored online in a restricted-access folder.

Maintaining appropriate records of complaints means:

- Recording verbal or written complaints in Interplast's complaints register at the time the complaint is made, or as soon as possible afterwards.
- Where appropriate, or at the request of the person making the complaint, records will be de-identified
- All correspondence, actions and resolution relating to each complaint are (anonymously) recorded in Interplast's complaints register.

4.4: Handling complaints

When we receive a complaint, Interplast will respond to the complaint in line with this policy and any relevant standards and legislation.

Complaints are taken seriously and will be handled as quickly as practical. Updates will continue to be provided as needed.

We address complaints in a fair, equitable, objective and unbiased manner. Any issues of conflict of interest will be managed in accordance with our Conflict of Interest Policy. Where this policy conflicts with legislation, Interplast will comply with legislative obligations.

If the complaint involves child protection matters, we refer to and follow the Child Protection Policy in managing and responding to the complaint.

If complaints relate to program partners and/or their personnel in the countries where we work, Interplast will work with the partner to address the complaint taking account of the cultural, social, program and local contexts, local regulations and partner policies.

We work with our partners to ensure it is easy for people to make a complaint. Our partners are responsible for handling complaints in line with cultural, social, program and local contexts. Interplast works with partners to develop their capacity to handle complaints and to comply with our Child Protection Policy and Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) Policy.

We will communicate transparently how we will investigate the complaint.

We will inform complainants of the outcome as soon as possible (subject to legal and regulatory requirements or guidance including the ACFID Code of Conduct).

4.5: Maintaining anonymity

Complaints can be made anonymously. In those cases, while Interplast may not be able to respond directly to the complainant, we may be able to use the complaint to alert us to matters that need to be investigated and/or referred to authorities.

Where practical and appropriate, we will protect the identity of the complainants. Personal information that identifies individuals will only be disclosed when required by law. When required for purposes of the investigation or other related purposes, all reasonable efforts will be taken to de-identify information that is not required for the purpose of the disclosure. In some instances, it may not be possible for an investigation to progress if the existence of the report cannot be disclosed and a statement by the individual cannot be provided as evidence.

We understand that some complaints need to be kept confidential in order to protect those making or involved in the complaint. However, in some instances we might judge that the complainant will be better served if others are involved in the resolution of a complaint. Third parties will only be included in the resolution of confidential complaints on a case-by-case basis and with the agreement of the complainant.

We will reduce the risk that a complainant will be identified by, for example, removing identifying information about them, using gender-neutral language, limiting access to information on a 'need-to-know' basis and engaging qualified employees to handle the complaint.

4.6: Providing support and protecting complainants from harm

Together with the complainant, Interplast will assess any immediate needs for protection or assistance as soon as possible after a complaint is made.

We will work with the complainant to identify what support may be needed. For example, we may be able to refer the complainant to services (such as counselling or medical services).

We will also take reasonable steps to ensure that the complainant is safe and not exposed to further harm. If the complainant is Interplast personnel, we may be able to provide flexible working conditions or workplace modifications to keep them safe, and we will ensure managers are aware of their responsibilities in this regard.

If the complainant has suffered harm despite the supports that are in place, we will let the complainant know how to make a further complaint.

We will offer protection to the complainant, as long as available evidence suggests that the complaint is made in good faith. The processes of making a complaint will not affect current or future participation in Interplast's work unless the complaint is deemed malicious in nature.

Protections for complainants include:

- The complainant's identity being kept confidential
- No 'payback', punishment or retaliation
- No legal action being taken against the complainant for breach of contract.

4.7: Ensuring fair treatment

Interplast will handle complaints confidentially where it is practical and appropriate.

The investigation will be impartial and fair for all involved (including the complainant and the respondent). Interplast will seek to ensure that complainants have access to adequate support throughout the process.

Respondents will be provided with information about the relevant details of the complaint (the subject matter) to enable them to respond appropriately. Where relevant, respondents will have an opportunity to provide additional information and name other sources who may verify this information.

If a complaint is upheld, the matter will be referred for appropriate disciplinary processes. In the case of vexatious complaints made by Interplast personnel, they will be referred for appropriate disciplinary action in accordance with Interplast's human resource management policies and industrial obligations.

4.8: Communicating outcomes of complaints

Interplast will ensure that the complainant and the respondent are informed of the outcome of the complaint. Other personnel will be informed of the outcome as required based on a need-to-know basis depending on the nature of the complaint. During this process, we will continue to

respect the confidentiality of persons involved where appropriate. We will take all required remedial action as indicated by the investigation. Where needed, we will counsel personnel and undertake disciplinary action. In keeping with confidentiality and privacy requirements, we will consult with relevant bodies for advice.

The CEO will inform Interplast's Board of Directors of any complaints, actions taken and final resolution at the next board meeting following receipt of a complaint and thereafter until the complaint is resolved, unless the complaint requires more immediate action as specified by another Interplast policy.

4.9: Appealing a decision

- Interplast seeks to ensure that complaints are satisfactorily resolved. We encourage complainants to ask for clarification or feedback **during** the process of investigating and resolving the complaint.
- If after having the opportunity for feedback, the complainant is not satisfied with either the outcome or any aspect of the complaint-handling process, then the complainant can submit a formal appeal to the President of the Board of Directors.
- Respondents to a complaint are also able to submit a formal appeal to the President of the Board of Directors in the event that they are not satisfied with the outcome or the complaint-handling process.
- The President of the Board of Directors is responsible for determining a process for hearing an appeal and reaching a conclusion. The President is expected to consult with board members, senior staff and external parties with relevant expertise in determining the process to be used in hearing an appeal and reaching a conclusion.

4.10: Socialising this policy and providing training

The Complaints Policy is distributed to all Interplast personnel, observers, partners, and all others acting on our behalf, as part of the induction process.

Training in how to handle complaints is offered periodically as required.

We support partners to understand Interplast's Complaints Policy and to develop their own complaints mechanisms.

4.11: Learning from complaints

Interplast is prepared to change the way in which we operate in response to feedback and complaints that we receive. We want to continuously improve, and we will provide further training to personnel to support ongoing improvements, when this is required.

Recorded complaints will be monitored on a regular basis for any ongoing trends by the Interplast CEO and Board of Directors and efforts will be made to resolve any ongoing issues.

We will communicate the implications of our complaint handling efforts for our policies, procedures, processes, programs and projects so that we can embed organisational learning.

Section 5: Monitoring and Review of this Policy

This policy will be monitored and reviewed at intervals as indicated in this policy and following the process outlined in Interplast's Policy Framework.

The Chief Executive Officer is ultimately accountable to the Board for managing and maintaining this policy and is responsible for the implementation of this policy. The Board is responsible for adopting this policy.

The Head of Corporate Services is accountable to the Chief Executive Officer for ensuring the currency of this policy and all supporting procedures and relevant manuals and has responsibility for operationalising the policy.

Where compliance issues are identified, they will be addressed promptly. The Chief Executive Officer is responsible for taking any recommended amendments to this policy to the Interplast Board for its approval.

Section 6: Related Documents and Legislation

Interplast is a signatory to the ACFID Code of Conduct and is committed to recognising the importance and value of listening and responding to concerns and complaints and ensuring all stakeholders are enabled to make complaints to the organisation in a safe and confidential manner. (Commitment 7.3.3. ACFID Code of Conduct).

Name of document/legislation	Location/hyperlink
Complaints Handling Procedure	Interplast Key Documents
Complaints Register	
Complaints Record Form	
Child Protection Policy	
Prevention of Sexual Exploitation, Abuse and Harassment Policy	
Equal Employment Opportunity and Anti-discrimination Policy	
Whistleblowing Policy	
Anti-fraud and Anti-corruption Policy	
Grievance Resolution Policy	
ACFID Code of Conduct	https://acfid.asn.au/code-of-conduct/

Section 7: Definitions

Word / Phrase	Definition
Personnel	<p>Personnel includes all employees, consultants, volunteers, Board Directors, Committee members, Working Group members and Ambassadors that are engaged by Interplast to perform the work of Interplast.</p> <p>Volunteers include both professional (e.g. administrative roles) and medical volunteers (e.g. surgeons, anaesthetists, nurses or allied therapists), students, interns, or any other person who has entered into a volunteer arrangement or agreement with Interplast.</p>
Observer	<p>Observers are individuals accompanying an Interplast program, delivered by volunteers in a partner country (e.g. representing a donor organisation or students on an observational placement). Observers do not have a clinical role but may assist the clinical team by completing tasks related to program delivery.</p>
Partner	<p>Partner includes organisations that work with Interplast to implement a joint project with mutually agreed outcomes, and/or with whom Interplast has a signed partnership agreement and/or memorandum of understanding.</p> <p>Partner organisations may or may not be recipients of funds through Interplast.</p>
Beneficiary	<p>Beneficiary 1) a patient receiving treatment through an Interplast activity (this may include a consult only, surgery, allied health treatment or other clinical care, and could be provided by an Interplast volunteer, or a local partner clinician during an Interplast activity), or 2) local partner personnel participating in training delivered by Interplast.</p>
Stakeholder	<p>Stakeholders include all personnel, observers, partners, beneficiaries and supporters, community members in the country where we work, funders, international development peers and organisations, or any other individuals or organisations that connect with Interplast.</p>
Complaint	<p>Any significant expression of dissatisfaction or external grievance made by any person (whether in Australia or overseas) against Interplast or against one or more of its personnel or observers, partner organisations or anyone else acting officially on its</p>

	<p>behalf, where the organisation has allegedly failed to meet a requirement or legitimate expectation. The complaint might be related to Interplast's use of resources, mission and values, particular individuals' conduct/behaviour, legal requirement or any other expression of dissatisfaction with the organisation's performance.</p> <p>Complaints can be general or sensitive.</p>
Whistleblowing	<p>Disclosure of information which exposes suspected illegal, unethical, irregular, unsafe practices or other wrongdoing within Interplast.</p>

Section 8: Appendices

Appendix A - General information (Publicised on Interplast website)

Making a complaint to Interplast

Interplast is committed to handling complaints fairly and consistently, in an open, safe, confidential manner, and to resolving complaints as quickly as possible. We aim to make it easy for you to make a complaint and we will treat all people making a complaint equally. While every complaint is different, you can expect the following commitments and behaviours from us:

Our commitments and behaviours

Responsiveness

We will promptly let you know that we have received your complaint. We will respond to complaints according to how urgent or serious they are. If somebody's safety or security is at risk, we will respond immediately and will escalate appropriately.

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

- What will happen (the complaints process)
- When it will happen (the expected timeframes for our actions)
- How it is progressing (whether an investigation may take place, reasons for any delays and how you may be involved).

If we cannot deal with any part of your complaint, we will tell you (and if possible, we will advise you what you can do instead). If the complaint is about something that is not within the scope of our organisation, it will be referred to the relevant party.

Accessibility

- We promote safe and dignified ways of making a complaint
- We can be contacted in multiple ways, and we will let you know how
- It doesn't cost any money to make a complaint
- We work with our program partners to develop ways to make complaints that are safe, easily accessible, while being mindful of local contexts, culture and language (including low literacy).

People-focused and survivor-centred

We put people first. We understand that making complaints can be difficult. We commit to a "do no harm" approach to our work. We prioritise the safety, rights, needs and wishes of all people while ensuring procedural fairness to all parties. We especially recognise the needs of those who are vulnerable or may be survivors of harm. We will provide you with information about how we handle complaints. We will:

- Treat you with dignity and respect

- Actively involve you in decision making
- Provide you with comprehensive information
- Protect privacy and confidentiality
- Where required, assist you to access other support services including health or psychological services and address any immediate protection assistance and or rehabilitation priorities.

Confidentiality

We understand that people may feel safer to report a complaint if they know it will be treated confidentially. Making a complaint confidentially means your identity (your name and other details) will not be shared, wherever possible and appropriate. It is also possible to make an anonymous complaint. Sometimes we need to share some information with other people. Confidentiality means we share with the minimum number of people, and only with people who need to know ('need-to-know' basis).

Fairness and consistency

Each complaint will be handled consistently, with integrity and without bias. We follow procedural fairness which means that all parties, including the respondent, are heard without unreasonable delay and treated fairly. We will ensure that the person who is the subject of a complaint does not also handle the complaint.

Safety

We have zero tolerance of retaliation or punishment in response to making a complaint. We will take all reasonable steps to make sure that you are not negatively affected because you have made a complaint. In the case of someone making a complaint on your behalf (for example, a family member speaking up instead of you), we will do our best to ensure that you, and that person, are not affected.

Learning

We learn from complaints and concerns. We strive to prevent it happening again. By analysing complaints, we can identify where we can improve our programs, policies or service delivery. Trends and problems that require action can also be highlighted.

Your questions answered

Who can make a complaint?

Complaints can be made by any individual or organisations in relation to any aspects of our work, including international development work, advocacy work, community engagement activities, our administration and management and governance, as well as in our workplace and other settings where we work.

Complaints assist us to identify, address and report on any fraudulent, illegal or unethical conduct (including any sexual exploitation, abuse or harassment) in any of the work we support.

What kind of complaint can be made?

A wide variety of complaints can be made and are welcome. We understand that complaints can be general or sensitive.

A **general complaint** includes, but is not limited to, complaints about:

- Funding and program decisions
- Program implementation
- Fundraising and membership
- Conflicts of interest
- Employment issues including complaints or concerns about:
- Safety or security within the work environment
- Unethical behaviour associated with organisation changes
- Unfair or unjust employment conditions.

We support a culture of speaking up. For complaints related to employment, first consult your line manager. A Grievance Resolution Policy aligned to the Complaints Policy ensures appropriate handling of complaints made by Interplast personnel or observers.

A sensitive complaint includes, but is not limited to:

- Corruption
- Theft and Fraud
- Misuse of funds
- Exploitation
- Abuse and Harassment
- Bullying
- Discrimination
- Misconduct
- Negligence
- Matters raised under our prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) Policy and Child Protection Policy

- Any other abusive or inappropriate behaviour by our personnel, partners or those involved in our work in less resourced countries

ACFID Code of Conduct

Interplast is a signatory to the ACFID Code of Conduct, a voluntary, self-regulatory code that sets out an organisation's commitment to conducting its activities with integrity and accountability. Interplast is committed to the code's high standards of sustainable development, governance and financial management.

If you believe that Interplast is not complying with the ACFID Code of Conduct, you can lodge a complaint with ACFID directly. Complaints should be marked 'confidential' and emailed or posted to:

Chair, ACFID Code of Conduct Committee

C/O ACFID

Deakin ACT 2600

Tel: **+61 2 6285 1816**

Email: code@acfid.asn.au

www.acfid.asn.au

Fundraising Institute of Australia (FIA)

Interplast is a member of the Fundraising Institute of Australia (FIA) and is committed to the highest standards in fundraising practice. If you have a complaint to do with fundraising and you feel that it has not been resolved satisfactorily by Interplast, then the FIA can investigate the complaint. Contact FIA directly at:

Fundraising Institute of Australia

PO Box 642

Chatswood NSW 2057

Tel: **1300 889 670**

Email: members@fia.org.au

www.fia.org.au

Are some complaints not addressed?

Interplast may choose not to act in response to complaints that, after initial assessment, are determined to be:

- Malicious, or harassing of Interplast personnel in nature or manner
- Offensive, discriminatory, abusive or inappropriate

- Repeatedly lodged, without new information or evidence, and that have already been addressed
- Incoherent or illegible, or that appear to have been sent in a bulk email to numerous organisations (unless directly relevant to Interplast).

What about whistleblowing?

Whistleblowing is defined in the scope of the Complaints Policy. Management of whistleblowing is explained in our Whistleblowing Policy. Whistleblowers have extra protection under Australian law if they:

- Are connected to Interplast in a certain way (be an 'eligible whistleblower')
- Tell the right person (an 'eligible recipient')
- Make a certain type of complaint (a 'disclosable matter').
- If you suspect something is wrong, even if it is not illegal, it is your responsibility to report it.

How to make a complaint to Interplast?

We make it easy for you to make a complaint. Complaints can be made:

- By emailing admin@interplast.org.au (only received by the CEO)
- If the complaint is about the CEO, email president@interplast.org.au (only received by the President of the Board)
- By calling the Interplast office **03 7042 5460**
- In writing, sent to the Interplast office –
Interplast Complaints Handling Officer
 Interplast Australia & New Zealand, Royal Australasian College of Surgeons Building
 250-290 Spring Street, East Melbourne VIC 3002
- Directly to any Interplast personnel by email, phone call or in writing
- Anonymously or otherwise.

When receiving a complaint:

- Personnel can seek advice from their line manager about next steps
- Board Directors can seek advice from the President or CEO about next steps.

Where will I find information about how to make a complaint?

Interplast provides this information (*Policy and Appendix A*) on our website about how to make a complaint. It is written in plain English and suitable for a range of stakeholders.

The Complaints Policy is also:

- Shared directly with stakeholders
- Referenced in partnership agreements and memorandum of understanding with other organisations.

Appendix B - Complaints Record Form



All complaints about Interplast or any of its people from an external individual or organisation, whether verbal or written, are to be recorded on this form. Interplast's Chief Executive Officer has responsibility to initiate and coordinate the complaint response and must be forwarded this form.

Date: <i>Date complaint is received</i>	
Personal details: <i>Name, contact details, if appropriate</i>	
Nature of complaint: <i>Brief outline of the complaint</i>	
Detail of complaint: <i>A detailed description of the complaint the person has made</i>	
Who dealt with it: <i>Name of person who is or has responded to the complaint</i>	
How it was dealt with: <i>Action taken to handle the complaint</i>	
Outcome: <i>Outline of what has happened as a result of the complaint</i>	
Follow up required: <i>Any action required because of the complaint. This may include a change to Interplast's policies</i>	