

## Cambodian Kids Can Complaints Procedures

### 1. Governing Policy

These procedures are governed by the *Cambodian Kids Can Complaints Policy*.

### 2. Where to lodge a complaint

2.1 Complaints can be made through the following channels:

- Website: [www.cambodiankidscan.com](http://www.cambodiankidscan.com) using the Contact link on our website
- Email: [cambodiankidscan@gmail.com](mailto:cambodiankidscan@gmail.com)
- Mail: Cambodian Kids Can, Unit 11, 41 Murrumbeena Road, Murrumbeena, VIC 3163
- Phone: +61411649004
- In person: If the complaint cannot be made by phone, email, or post, it may be made directly to a Cambodian Kids Can staff member

2.2 We can receive complaints verbally in person or by telephone and in writing by post, email, or online via our website.

2.3 Complaints may be made by a friend or advocate of the complainant on their behalf.

### 3. Timing of Lodgement

3.1 Complainants should be able to make a complaint as easily as possible: written correspondence, email, telephone, verbally, via a third party, etc. We are committed to making communication with us as easy as possible.

3.2 To enable a thorough investigation, complaints should be made within a reasonable time following the relevant incident. In exceptional circumstances Cambodian Kids Can may be able to respond to a complaint that is older, although the passage of time may make it harder to resolve the complaint satisfactorily.

### 4. Handling of Complaints

4.1 Cambodian Kids Can will address each complaint with integrity and in an equitable, objective, and unbiased manner. We are committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible
- the health, safety, and security of our staff, and
- our ability to allocate our resources fairly across all the complaints we receive.

4.2 Where a complaint involves multiple organisations, we will work with the other organisation/s where possible, to ensure that communication with the person making a complaint and/or their representative is clear and coordinated.

4.3 Personal information that identifies individuals will only be disclosed or used by us as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations. Confidentiality also applies to any sensitive verbal or written information recorded during the complaint handling process.

## **5. Notification and Recording of a Complaint**

5.1 CKC will ensure that all relevant personnel are informed of the outcomes of complaints and the implications for our programs, processes, at all times and with our best endeavours.

5.2 We will log and monitor all serious complaints and results of such complaints and this information will be brought, regularly, to the attention of appropriate senior managers. This information will not necessarily be available to the public.

5.3 Cambodian Kids Can will produce a report each year which will include a list of complaints received. Complainants' identity will be protected as the report will not identify individuals. The complaints nature and their resolution will be for submission to Cambodian Kids Can's board.

## **6. Unreasonable Complaints**

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with the governing policy.

### **Date of most recent review of these procedures:**

November 2021