



## COMPLAINTS HANDLING POLICY

Version	1
Approved by Board on	18/11/2021
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### INTRODUCTION AND POLICY

At Cambodian Kids Foundation (CKF) we aim to educate and empower the people of Cambodia through our projects supporting children, parents and teachers. CKF values and encourages all forms of feedback and complaints. We are committed to making communication with us as easy as possible: via written correspondence, email, telephone, verbally, or anonymously.

Where you wish to remain anonymous please just provide us the details outlining your concerns, so we can thoroughly investigate the situation and make any necessary improvements. Your privacy is important to us. We place great emphasis on secure IT systems to protect the information you provide to us and want to ensure that we're as transparent as possible in informing all our supporters how we capture data, store it and most importantly use it. Please refer to [CKF's Privacy policy](#) for more details.

Receiving feedback from and responding to complaints from stakeholders is an important part of ensuring and improving CKF's accountability. At CKF we believe that any stakeholder has the right to raise a complaint, have that complaint addressed and receive a response for mistakes, wrongful actions or breaches of the codes to which CKF subscribes. We understand that some complaints need to be kept confidential in order to safeguard 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. This Policy applies to CKF's operations both in Australia and Cambodia. Complaints or feedback can be made by any supporter,



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partner organisation, community or individual with whom we work or any member of the public whether an individual, civil society organisation, government, company or other entity. We believe that all our stakeholders can help hold us to account and that their feedback and voice will improve the quality of our work.

While CKF strives to excel in all that we do, we recognise that this may not always be the case. When we make a mistake, we want and need to be informed. CKF puts in place formal mechanisms to gather, monitor and act on feedback from beneficiaries and other key stakeholders. These mechanisms give beneficiaries and the communities we work with a safe and non-threatening way to raise grievances and allegations of harm and have them responded to. An individual or group who expresses a grievance against CKF will have their complaint investigated and acted on.

CKF is committed to ensuring the accessibility and transparency of this Complaints Handling Policy as well as procedures for making complaints across the breadth of our work. Everyone who makes a complaint to CKF will be treated with courtesy and respect.

## DEFINITIONS

A complaint is defined as an expression of dissatisfaction about the standards of service, actions or lack of action by CKF personnel.

Complaints could include, but are not limited to:

- Concern about a donation you have made.
- Concern from someone we work with about the quality of program delivery.
- Concern from a member of the public or supporter about a particular fundraising approach or campaign.
- Concern about the behaviour of staff, volunteers or contractors.
- A complaint has to be about an action for which CKF is responsible or is within our sphere of influence.

A complaint is not:

- A general query about CKF's work.
- A request for information.
- A contractual dispute.



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- A request to amend records e.g. to correct an address, cancel a donation.
- A request to unsubscribe from CKF campaign newsletters or email.

## COMPLAINTS PROCESS

CKF staff, volunteers, and board members are trained to recognise and report all complaints. A complaint, if communicated verbally or via a third party, will be submitted in writing by our staff, MISHCAM volunteers, Board members and partners to the CEO to be dealt with as per this policy. If the complaint is made in writing this will be forwarded to the CEO to be dealt with as per this policy.

CKF staff, volunteers, Board members and partners (both in Australia and Cambodia) are aware that many of the people we work with are vulnerable and disadvantaged. Therefore our local staff and MISHCAM volunteers involved in our activities in Cambodia, are attuned to the specific needs of our primary stakeholders and with empathy, acknowledgement and cultural sensitivity will address each situation. Further, our multi-contact points for stakeholders built in our program ensures that all stakeholders can air their issues. These include our;

- Cambodian Leadership Team
- Head Contact for S.I.S (Donna Cooper)
- Secretary (Leigh Moana)
- CKF Board Members

### Internal Complaints

In the event of internal complaints by CKF staff and MISHCAM volunteers, this will be referred to the Cambodian Leadership Team who will then communicate to the Head Contact for S.I.S. These complaints will adhere to the policies and procedures as outlined. CKF will offer mediation and strive to conclude the issue efficiently and timely.

CKF will endeavour to assess and respond to complaints in writing as quickly as possible (usually within two weeks). In the event that a complaint cannot be resolved within this timeframe the complainant will be informed about the progress made to date and when they can expect to receive a response. Complaints should be made within three months of the relevant incident. In exceptional circumstances,



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CKF will seek to respond to a complaint that is older, although the passage of time may make it harder to resolve the complaint satisfactorily.

## HOW TO MAKE A COMPLAINT

### In Australia

Phone: 0438 700 723

Email: [info@cambodiankidsfoundation.org](mailto:info@cambodiankidsfoundation.org).

### In Cambodia

Phone: +85 515 497 145

Email: [jack@cambodiankidsfoundation.org](mailto:jack@cambodiankidsfoundation.org).

## RIGHT TO APPEAL

If you have made a well-founded complaint and are unsatisfied with CKF's response, then you have the right to appeal. If you judge your issue to be unsatisfactorily resolved, you may appeal to the CKF Board. After an internal appeal, there is no further internal process, therefore you may escalate your complaint to the regulatory authority in your jurisdiction

## OUR COMPLIANCE WITH ACFID CODE OF CONDUCT

Complaints can be made if your feedback is about our compliance with the ACFID Code of Conduct. CKF is an ACFID member and a signatory to its Code of Conduct. A complaint can be made against any ACFID member when it is believed that they have breached the Code. There are no restrictions on who can initiate a complaint, although generally complaints must first be raised with CKF prior to coming to the Code of Conduct Committee. If you are dissatisfied with the outcome of your complaint made to CKF, and it relates to a breach in the ACFID Code of Conduct, please feel welcome to make a complaint to ACFID's Code of Conduct Committee. Details on how to make a complaint can be found here <https://acfid.asn.au/content/complaints>



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## LEARNING FROM COMPLAINTS

We will log and monitor all complaints and results of such complaints and this information will be brought to the attention of the CKF Board. This information will not necessarily be available to the public. The Board considers lessons learned and if appropriate, amend CKF policies accordingly.