

## Complaints policy

EHGC believes that feedback from all stakeholders with whom it works is an integral part of the process of achieving best practice in all its operations. EHGC recognise the importance of complaints and regards them as an opportunity to rectify issues that have been identified as well as an opportunity to better serve all stakeholders.

EHGC believes 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 EHGC subscribes.

EHGC seeks to ensure that our feedback and complaints handling processes in Australia and overseas, are effective, safe, confidential and accessible to all stakeholders, irrespective of their gender, status or background and without prejudice to their future participation.

EHGC will put in place formal mechanisms to gather, monitor and act on feedback and complaints from beneficiaries and other key stakeholders. These mechanisms give beneficiaries and local communities 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 EHGC will have his, her or their complaint investigated and acted on.

Each complaint will be investigated in an open, fair and unbiased manner, with all parties involved expected to maintain confidentiality.

EHGC is committed to ensuring the accessibility and transparency of its Complaints Policy, Procedures and Systems for making a complaint, across the breadth of our work. EHGC will equip staff and volunteers with an understanding of this Complaints Policy and its accompanying Procedures.

## Definitions

**Feedback** may be positive or negative communication regarding EHGC or its work

**Complaints** are feedback on things that may have gone wrong in an area for which EHGC is responsible or is within our sphere of influence.

Complaints are not:

- A general enquiry about EHGC's work
- A request for information
- A contractual dispute
- A request to amend records e.g. to correct an address, cancel a donation
- A request to unsubscribe from an EHGC 'service' e.g. a campaign newsletter or email.