



CARE Australia: Feedback & Complaints Policy

We love to hear from you

CARE Australia 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, anonymously or via a third party, etc.

To enable us to efficiently respond to your complaint we ask for as much information as possible about your concerns. If you are comfortable doing so, providing us with your name, address and details that we can contact you on will help us respond to your feedback or complaint.

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.

Want to skip the small print?

- Donation or fundraising feedback or complaint? Email us at: Donorsupport@care.org.au
- General feedback or complaint: Email us at complaints@care.org.au

Alternatively, please read on for more detail.

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 our [Privacy policy](#) for more details.

Receiving feedback from and responding to complaints from stakeholders is an important part of ensuring and improving CARE Australia's accountability. CARE Australia 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 CARE Australia 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.

A few key points about our Policy

This policy applies to CARE Australia's operations globally.

Feedback or a complaint can be made by any supporter, 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. CARE Australia strives to excel in all that it does but recognises that this may not always be the case. When we make a mistake, we want and need to be informed. We will use the information to endeavour to put things right and to help us to become more effective.

CARE Australia puts in place formal mechanisms to gather, monitor and act on feedback 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 CARE Australia will have his, her or their complaint investigated and acted on.

CARE Australia 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.

Everyone who makes a complaint to CARE Australia will be treated with courtesy and respect. In return, CARE Australia expects people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff or behave abusively, CARE Australia reserves the right to cancel the complaint.

What is a complaint?

We define a complaint is an expression of dissatisfaction about the standards of service, actions or lack of action by CARE Australia or its staff, partners or anybody directly involved in the delivery of our work. It is a criticism that expects a reply and would like things to be changed. Complaints could include, but are not limited to, the following:

- Concern about a donation you have made
- Concern from someone we work with about the quality of programme 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 CARE Australia is responsible or is within our sphere of influence. A complaint is **not**:

- A general query about CARE Australia'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 a CARE Australia 'service' e.g. a campaign newsletter or email.

This process does not replace CARE Australia's own internal grievance and complaints processes and is separate from the complaints process made available to CARE Australia staff or staff employed in Country Offices managed by CARE Australia.

How long will the complaint process take?

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

Your right to appeal

If you have made a well-founded complaint and are unsatisfied with CARE Australia's response then you have the right to appeal. CARE Australia will refer you and the complaint to the CARE International Secretariat for you to seek redress. If the issue is judged to be unsatisfactorily resolved, it will be dealt with by the CARE International Board.

After the internal appeal, there is no further internal process.

Is your feedback about any Code of Conduct?

Complaints relating to a breach of the Australian Council for International Development (ACFID) Code of Conduct by CARE Australia can be made to the ACFID Code of Contact Committee via www.acfid.asn.au/code-of-conduct/complaints-and-compliance-monitoring. CARE Australia is also a signatory to the following codes, each of which have a complaints mechanism.

- Code of Conduct for the International Federation of Red Cross and Red Crescent Movement and NGOs in Disaster Relief
- Sphere Humanitarian Charter and Minimum Standards
- People in Aid Code of Good Practice
- Fundraising Institute of Australia's Principles and Standards of Fundraising Practice
- Australian Charities and Not for profits Commission. Further details can be found [here](#).

Do you have feedback, a complaint or concern about fraud, discrimination, personal abuse, sexual harassment or exploitation?

Please use our dedicated CARE International [CARE Line](#).

CARE is committed to preventing, detecting and correcting fraud, misappropriations, discrimination, sexual harassment, exploitation and abuse, support of terrorism, and other wrongful conduct. Any CARE employee or volunteer, partner, vendor, program participant, or any other person, may use this service to report wrongful conduct.

Do you have feedback or complaints related to any of our country offices?

CARE Australia directly manages seven country offices. Feedback and complaints can also be lodged with CARE Australia about an office where CARE Australia has a presence, which are:

1. CARE International Cambodia,
2. CARE International Papua New Guinea,
3. CARE International Lao PDR,
4. CARE International Timor-Leste,
5. CARE International Vanuatu,
6. CARE International Vietnam,
7. CARE Myanmar

How do we learn from complaints?

We will log and monitor all complaints and results of such complaints and this information will be brought, regularly, to the attention of appropriate senior managers in order that we learn from what we do and how we do it. This information will not necessarily be available to the public.

CARE Australia will keep this policy under review, with regular reports provided to CARE Australia’s Senior Management Team and Board. This report will also include consideration and comment on the application of lessons learned from previous years’ reports. CARE Australia’s Senior Leadership team will convene a regular meeting with appropriate managers to decide how CARE Australia will apply lessons learned.

CARE Australia is a member of CARE International (www.care-international.org). Please find a full list of all members and affiliates [here](#). There are 13 other CARE International members and 3 affiliates listed in the CARE International website. This policy covers CARE Australia only. However, if any complaint is received which relates to CARE International or another CARE International member, we will notify the complainant accordingly and forward to the other member for attention.

Making a complaint or sending feedback:

Donation or fundraising feedback or complaint?	General feedback or complaint?	Concerned about discrimination, personal abuse, sexual harassment or exploitation?
Please email us at: Donorsupport@care.org.au	Please email us at: complaints@care.org.au	Please contact our dedicated CARE Line .
Or phone: 1800 020 046 Or write to us at: Supporter CARE Team CARE Australia PO Box 372, Collins Street West Melbourne Victoria 8007	Or write to us via: Company Secretary CARE Australia GPO Box 2014 Canberra ACT 2601	

Feedback & Complaints System Flowchart

