



Australian Business Volunteers

## Complaints Policy

### Introduction

ABV values complaints as they assist us to improve our services, procedures and interactions with stakeholders.

### Purpose

ABV is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all parties making a complaint equally.

### Policy

#### Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made to ABV where a response or resolution is explicitly or implicitly expected.

Inquiry means a request for information or an explanation.

Feedback means opinions, comments, suggestions and expressions of interest in the products or the complaint handling process.

We will accept complaints relating to our staff, our volunteers, our partners, our contracted service providers or anyone else acting on our behalf.

Anonymous complaints cannot be addressed, and so will be considered as feedback .

## Communication

This policy is publicly available and is distributed to key stakeholders.

### Procedure

#### Step 1

Complaints can be directed to ABV staff or sent to the email [info@abv.org.au](mailto:info@abv.org.au). We will endeavour to resolve all complaints at the first point of contact. If we need additional time to get back to you, we will let you know.

#### Step 2

Should the complaint not be resolved it will be directed to the appropriate Program Manager who will acknowledge the complaint and will assess and investigate the complaint. Depending on the nature of the issue, this may take up to 10 business days.

#### Step 3

If the complaint has not been resolved satisfactorily within this time period the matter will be referred to the CEO.