

Feedback and complaints procedure

Purpose

This procedure sets out how **South Australian Rainbow Advocacy Alliance Inc (SARAA)** manages feedback and complaints.

Objective

SARAA values feedback on our work to help improve the services we provide and build better relationships with our members and stakeholders.

SARAA is committed to responding to and resolving feedback and complaints fairly, efficiently and effectively.

Scope

This procedure applies to all SARAA staff, volunteers and Board members.

Procedure

Providing feedback or making a complaint

You can provide feedback or make a complaint to SARAA by either:

- emailing the Board Chair at chair@saraa.org.au
- emailing info@saraa.org.au
- completing the 'Contact us' form available at www.saraa.org.au/who-we-are/contact.

You can choose to remain anonymous when making your complaint, but this may limit our ability to respond to you effectively.

Receiving feedback or a complaint

SARAA will confirm we've received your complaint within 5 working days. Where possible, complaints will be resolved at first contact with us.

We will assess and prioritize complaints based on the urgency and seriousness of the matter. If a matter raises an immediate risk to someone's health or safety, SARAA will escalate the matter to the relevant authority immediately.

If your complaint is out of our scope or control, we'll provide you with advice about where such matters should be raised, if known and appropriate.

If there's an actual or perceived conflict of interest, SARAA will manage it in line with the Conflicts of interest policy, for example removing the team member involved in the complaint from the complaints management process.

Investigating and resolving feedback or a complaint

When investigating a complaint, SARAA will:

- treat all parties involved in the complaint with respect
- investigate complaints with integrity in an equitable and objective manner
- take reasonable steps to ensure that people making a complaint are not adversely affected
- protect the identity of people making complaints where this is practical and appropriate.

When an investigation is complete, SARAA will contact the person making the complaint to tell them all the below:

- the outcome of the complaint and any action SARAA took
- the reasons for our decision
- the resolutions we have put in places
- other options for review that may be available.

SARAA will keep records about the complaint and how it was managed.

Related documents

SARAA documents

Conflicts of interest policy