**COMPLAINTS POLICY**

Project Vietnam Inc. welcomes feedback and believes that comments and genuine concerns about our activities help us to improve our organisation. Project Vietnam Inc. is committed to being open and responsive to any complaints offered by our members, supporters, stakeholders, partners and beneficiaries. Project Vietnam Inc. will at all times seek an outcome to a complaint which is satisfactory to all parties.

**Purpose:**

The purpose of this policy is to:

* Ensure the existence of a procedure through which our members, supporters, stakeholders, partners and beneficiaries can communicate any complaints regarding Project Vietnam Inc.’s functioning or operations in Australia and overseas.
* Enable Project Vietnam Inc. to benefit from all complaints through ensuring

that they are recorded, considered, resolved and monitored.

* Establish the principles that are to govern Project Vietnam Inc.’s response to

complaints

* Ensure that our members, supporters, stakeholders, partners and beneficiaries are aware of the content of this policy and relevant procedure

**Policy:**

1. Project Vietnam Inc. will maintain a formal complaints procedure to ensure

 that all complaints are responded to in a timely and impartial fashion.

2. Project Vietnam Inc. will ensure that all suggestions for improvement and

 complaints are recorded, considered and retained for process improvement

 purposes.

3. Project Vietnam Inc. encourages members, supporters, stakeholders,

 partners and beneficiaries who have a complaint in relation to the

 organisation, or to the actions of one or more of its members to express this

 through the formal complaints procedure.

4. Project Vietnam Inc. will address all complaints in a confidential and timely

 manner. Complaints will be acknowledged within fourteen days, with a full

 response within sixty days.

5. Project Vietnam Inc. will ensure that the complaint investigation process is

 impartial. No assumptions will be made nor any action taken until all relevant

 information has been collected and considered.

6. Project Vietnam Inc. will appoint a Complaints Resolution Officer at each

 Annual General Meeting, and this person will be the point to which complaints

 should be directed.

7. Project Vietnam Inc. will ensure that all members, supporters, stakeholders,

 partners and beneficiaries are informed of the existence of this policy and

 procedure, as well as providing relevant information on the Project Vietnam

 Inc.’s website.

8. Project Vietnam Inc. recognises the right of individuals to approach an

 external agency if the formal complaints procedure has not resolved the

 issue to his or her satisfaction.

**Procedure:**

**1. Lodgement of Complaint**

To assist Project Vietnam Inc. in handling your complaint in a timely and

 efficient manner please provide full details of the complaint in writing

 to:

 Complaints Resolution Officer

 Project Vietnam Inc

 PO Box 299
 Golden Beach Qld 4551

 or email: projectvietnam@hotmail.com

 Please include:

* + - Your full name and contact details
* The name of the person/volunteer/contractor representing PVI
* Full details of your complaint
* Dates and times of relevant actions
* Copies of relevant supporting documentation
* Clearly identify the resolution you are seeking