



PROJECT VIETNAM Inc

ABN 40701657498

PO Box 1145 Nambour Qld 4560
Website: www.projectvietnam.com
Email: projectvietnam@hotmail.com

PROJECT VIETNAM INC. COMPLAINTS POLICY

Project Vietnam Inc welcomes your feedback and believes that your comments and your genuine concerns about our activities helps us to improve our organisation. Project Vietnam Inc will endeavour to provide suitable remedies to the issues raised in complaints where possible.

“We”, “us” or ‘our” means Project Vietnam Inc.

If you have feedback or a complaint about any aspect of our activities, you should first contact the person involved and outline your concerns.

If you are initially unable to resolve an issue then please contact our Complaints Resolution Officer:

Mail: Complaints Resolution
Project Vietnam Inc
PO Box 1145
Nambour Qld 4560

To assist us in handling your complaint in a timely and efficient manner please provide full details of the complaint including:

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

Once the complaint is received we will:

- Provide an acknowledgement within 14 days
- Properly examine all matters raised
- Provide a full response within 60 days.