

Complaints Handling Policy



1. Intent

Sight For All recognises the rights of individuals and organisations that it does business with to lodge a complaint and have it resolved fairly and as quickly as possible. Sight For All is committed to achieving the highest standard in our work and strives for continuous improvement.

This policy is intended to apply to any complaint, regardless of who makes it.

Sight For All welcomes feedback from Visionaries, volunteers, partner organisations, Fellows, project participants and associated businesses, to play a role in monitoring the service the organisation provides.

This policy applies to Sight For All Board Directors, staff, Visionaries, Fellows, volunteers, Ophthalmic Country Officers and project participants.

2. Scope

Sight For All commits to managing complaints in a respectful, fair, and responsive way. Complaints will be investigated confidentially, with any information shared done so with the permission of parties involved.

Sight For All takes a survivor-centred approach and plays an active role in ensuring child safeguards, preventing sexual exploitation, abuse and harassment, and in investigating complaints. Individuals making a complaint will be treated with respect and without prejudice. As outlined in this policy, Sight For All commits to acknowledging receipt of a complaint as soon as possible, and ideally within one business day. Parties involved in the complaint investigation process will be kept informed of actions being taken and progress of the investigation, subject to applicable legislation and legal advice.

Sight For All aims to resolve complaints as quickly as possible and within 30 days unless there are exceptional circumstances. Complaints are recorded on the Master Register maintained by the Executive Officer.

Individuals who are unsatisfied with the way in which a complaint has been investigated, or the outcome of the investigation, are able to contact the ACFID Code of Conduct Committee (www.acfid.asn.au/code-of-conduct/complaints). As an observer of the ACFID Code of Conduct, Sight For All recognises that individuals who believe there has been a breach of the Code by Sight For All, can make a complaint directly to the ACFID Code of Conduct Committee. As per the ACFID Code of Conduct, Sight For All recognises the importance of and value of listening to and responding to complaints and concerns.

3. Guiding Principles

Confidentiality

Sight For All understands that individuals feel safer in making a complaint if they know their confidentiality will be maintained. Sight For All will not share the identity of the complainant (such as name and other details) wherever possible and appropriate.

As much as possible, Sight For All handles complaints subject to requirements of procedural fairness. When making a complaint to Sight For All, the individual can choose to be identified, maintain confidentiality, or remain anonymous. Where an anonymous complaint is made, Sight For All will

record the complaint and report the complaint to the Board of Directors. Feedback will not be able to be provided to the complainant, however any matters for attention will be further investigated and, where required, will be reported to the appropriate authorities.

There are some instances where some information must be shared with others. Sight For All commits to maintaining confidentiality and only sharing information with as few people as required, and only with people who need to know. Information that is shared will also be de-identified as much as possible.

When third parties are required to assist in the resolution of a confidential complaint, Sight For All will judge these instances on a case-by-case basis and with agreement from the complainant.

Procedural Fairness

When a complaint is lodged against a Board Director, staff member, Visionary, volunteer, Fellow, project participant or Ophthalmic Country Officer, Sight For All will provide sufficient details of the nature and circumstances of the allegations made. This allows an opportunity for the individual to fully respond to allegations. In such instances, the identity of the complainant may need to be disclosed – with the complainant's full consent.

Victim/Survivor Centred

Sight For All commits to a 'do no harm' approach, prioritising the safety of others, while ensuring procedural fairness. Individuals making a complaint will be kept informed throughout the investigation process, and assistance will be provided to access other services if required. Where required, Sight For All will assist in accessing other support services, including health or psychological services, and address any need for immediate protection assistance and/or rehabilitation.

De-identification of Complainants

Sight For All respects the wishes of complainants to protect their identity. In these instances, personal information that identifies the complainant will only be disclosed when required by law. During investigating and reporting processes, all reasonable efforts will be taken to de-identify the individual.

Responsibilities

The Sight For All Executive Officer will acknowledge receipt of the complaint as soon as possible and ideally within one business day. Reports of child safeguarding or sexual exploitation, abuse or harassment are required to be made within the time frames as specified in those respective policies.

Accessibility

Sight For All's Complaints Handling Policy is available via the following methods:

- On the Sight For All website
- Via Good Development Practice Workshops conducted for new Board Directors, staff, Visionaries, volunteers, Fellows, project participants and Ophthalmic Country Officers
- As addendums to Head Agreements and Project Agreements.

In-country, details of how to make a complaint is available in the local language via a poster on the wall of eye clinics in which Sight For All projects are being undertaken.

Sight For All understands that making a complaint can be difficult and as such provides a number of methods in which to do this. Methods of lodging a complaint are outlined at Item #5 of this policy.

Accountability

The Sight For All Executive Officer has responsibility for investigating complaints, recording complaints and reporting complaints to the Board of Directors.

Continuous Improvement

Sight For All is committed to continuously improving the complaints handling process. This Complaints Handling Policy is reviewed on a biennial basis and lessons learnt are incorporated into future policies.

4. Rights When Lodging a Complaint

In lodging a complaint, Sight For All will:

- Deal with complaints fairly and quickly
- Not discriminate or cause disadvantage to the person lodging the complaint
- Keep parties involved with lodging the complaint up to date throughout the investigation process
- Keep details of the complaint confidential, respecting the wishes of the complainant to be de-identified.

5. Sight For All Responsibilities

The Executive Officer is responsible for taking complaints and conducting an investigation. The Executive Officer has responsibility for alerting the Board of Directors that a complaint has been lodged and updates the Board on the process and outcome of the investigation.

Sight For All is committed to providing assistance to, and referring individuals making a complaint, should they require medical, social, legal assistance or referrals to such supportive services.

6. Methods for Lodging a Complaint

Individuals wishing to lodge a complaint with Sight For All can do so in the following ways:

- In writing to the Executive Officer
Via post:
The Executive Officer
Sight For All
PO Box 7028, Hutt Street
ADELAIDE, South Australia 5000
Via email: jhatswell@sightforall.org
- In person with the Executive Officer,
Available at the Royal Adelaide Hospital,
Level 6G, Ophthalmology Department, Port Road, Adelaide, South Australia
- Over the telephone with the Executive Officer
By telephoning +61 (0) 428 049 888
- In person with the Sight For All Country Officer, contact or Ophthalmic Country Officer
Contact details available as Appendix B.
- If a complaint is relating to the Executive Officer, the individual may lodge their complaint directly with the Chairman of the Board
Via email: jmuecke@sightforall.org
- Anonymous complaints will be accepted, however their anonymity may restrict the investigation process.

7. Complaints Handling Process

To determine how a complaint should be managed, the Executive Officer assesses the complaint in terms of the following criteria:

- a) severity
- b) health (including mental health) and safety implications
- c) financial implications for the complainant and others
- d) complexity
- e) impact on the individual, public and organisation
- f) potential to escalate
- g) systemic implications

h) the need for, and possibility of immediate action.

Where the assessment determines a high degree of severity with significant implications, the complaint process will be escalated by the Executive Officer. This will involve immediately contacting the Chairman of the Board, Vice Chair or Legal Board Director. A special out-of-session Board meeting may be convened to address the complaint as a matter of urgency.

Where complaints are in relation to child protection or prevention of sexual exploitation, abuse and harassment, they are investigated in line with the requirements as outlined in the Sight For All Child Protection Policy and Sight For All Prevention of Sexual Exploitation, Abuse and Harassment Policy. When the Executive Officer/Chairman or their delegate takes a verbal complaint she/he will:

- Identify themselves, listen, record details and determine what the complainant wants
- Confirm that we have understood and received the details
- Show empathy for the individual making the complaint, without attempting to take sides, lay blame or become defensive.

For all complaints, Sight For All will:

- Seek from the complainant the outcome/outcomes they are expecting
- Make an initial assessment of the severity of the complaint and the urgency for action
- Clearly explain to the individual the course of action that will follow:
 - If the complaint is out of Sight For All jurisdiction
 - If Sight For All may exercise a discretion not to investigate
 - If preliminary enquiries need to be made, or if further consideration needs to be given
- Give an estimated timeframe, or a date by which they will be contacted again
- Check whether the individual is satisfied with the proposed action and, if not, advise them of alternatives
- Ensure the complaint is appropriately acknowledged
- Follow up where necessary and monitor whether the individual is satisfied
- Register all complaints on the Master Register.

Where appropriate, Sight For All will ensure that personnel working in-country will have the necessary training to encourage and handle inquiries, expressions of concern and lodging complaints, so as to take into account cultural and gender sensitivities and to ensure...?.

Sight For All will ensure that the individual making the complaint is not required to express their complaint to a person implicated in their complaint. Sight For All will also ensure that a person implicated in a complaint is not involved in any way with the complaint investigation.

8. The Investigation Process

Upon receiving notification of a complaint, the Executive Officer will:

- Record the date and time of all conversations
- Record and confirm all details of the complaint
- Provide written acknowledgement of the complaint within one business day
- Acknowledge verbal complaints immediately
- Aim to resolve complaints as quickly as possible and within 30 days unless there are exceptional circumstances. If a complaint is not resolved within 30 days Sight For All will inform the individual of progress at least on a two-weekly basis.

In conducting an investigation, the Executive Officer will:

- Encourage the individual to talk about the complaint in their own words
- Ask the individual in clarifying issues and encourage expectations to ensure a positive outcome
- When required, provide an interpreter to assist the individual
- Keep a written record of all interviews undertaken

- Keep all matters and documentation confidential and safely secured
- Keep all parties involved with the investigation informed of the progress.

Where criminal allegations have been made, the Executive Officer will alert appropriate authorities. In the instance of a police investigation, Sight For All's investigation into the complaint will cease until such time as the police investigation has concluded.

9. Referring Complaints

There may be situations where complaints do not fall into the scope of this policy and are required to be referred to other organisations.

This may include:

- Complaints against another organisation, government department or their personnel will be referred to that organisation
- Matters involving child safeguarding or sexual exploitation, abuse and harassment will follow the reporting process outlined in those policies. This may involve referral to DFAT, ACFID or appropriate law enforcement authorities
- Where individuals do not believe that Sight For All has breached the ACFID Code of Conduct, a complaint can be made directly with the ACFID Code of Conduct Committee (www.acfid.asn.au/code-of-conduct/complaints).

10. Resolution

Upon completion of interviews and analysis of investigation results, the Executive Officer will compile a report and make a recommendation to the Board of Directors. Following a response from the Board of Directors, the Executive Officer will advise the individual who made the complaint of the outcome in writing.

11. Reporting and Recording

Upon completion of the investigation, the Executive Officer will compile a report to the Board of Directors. This report will be de-identified should that be the wish of the individual lodging the complaint. The individual making the complaint will receive a response to in writing. Details of the complaint will be recorded on the Master Register.

12. Unsatisfied Complaints

In an instance where an individual is not satisfied with the outcome of the complaint, they may choose to take the complaint further with the ACFID Code of Conduct Committee. The ACFID Code of Conduct Committee can be contacted via email to code@acfid.asn.au or posted to Chair, ACFID Code of Conduct Committee, ACFID, Private Bag 3, Deakin ACT 2600.

13. Accessing the Complaints Handling Policy

Sight For All recognises the importance of Board Directors, staff, volunteers, Visionaries, Ophthalmic Country Officers, Fellows, project participants and partners being aware of this Complaints Handling Policy and knowing how to access it.

This Complaints Handling Policy is available in the following ways:

- On the Sight For All website (<https://sightforall.org/our-checks-and-measures/>)
- Circulated to Board Directors, staff, Visionaries, volunteers, Fellows, Ophthalmic Country Officers and project participants as part of Good Development Practice Workshops.
- Circulated to in-country partners via Head Agreements and Project Agreements.

Sight For All Country Officers and Ophthalmic Country Officers also produce posters in the local language to provide patients with details of how to make a complaint in the ophthalmic units established by Sight For All.

14. Definitions

- Complaint** means and expression of dissatisfaction made to an organisation, related to its products or services, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected. Complaints can include general matters, sensitive matters or whistleblower complaints.
- Complainant** means a person, organisation or its representative, making a complaint.
- Inquiry** means a request for information or an explanation.
- Feedback** means opinions, comments, suggestions and expressions of interest in the products or the complaints handling process.

15. Related Documents

- Sight For All Master Register
- Sight For All Child Protection Policy
- Sight For All Prevention of Sexual Exploitation, Abuse and Harassment Policy
- Sight For All Privacy Policy
- Sight For All Reporting & Investigating Incidents, Concerns and Allegations Policy
- Sight For All Transparency Policy

16. Review

The Sight For All Complaints Handling Policy is reviewed on a biennial basis.

Sight For All Complaints Handling Policy November 2021
Approved by the Board of Directors 16 November 2021
Version 9.0

APPENDIX A

