COMMUNICATIONS POLICY

SECTION 1:COMMUNICATIONS POLICY FRAMEWORK

1.1   Policy statement

J-Edo Fund is committed to effective, accessible, transparent, and equitable dissemination and receipt of information and communications within the organisation and with clients, stakeholders, and the media.

1.2   Purpose and scope

The purpose of this policy is to provide guidance to **J-Edo Fund** in developing and implementing communication strategies.

This policy applies to all trustees, school staff, beneficiaries, and volunteers:
» The purpose of the charity's communications
» Communication tools and mechanisms
» Feedback and complaints from beneficiaries
» Privacy and confidentiality
» Social media
» Marketing and promotion
» Liaison with the media.

1.3   Definitions

Confidentiality	A situation where information is kept private. In relation to this policy confidentiality ensures that information is accessible only to those authorised to have access and is protected throughout its lifecycle.
Consent	Voluntary agreement to some act, practice, or purpose. Consent has two elements: (a) knowledge of the matter agreed to, and (b) voluntary agreement.
Complaint	An expression of dissatisfaction made to the organisation about its staff, products, or services where a response or resolution is explicitly or implicitly expected.
Complainant	A person or organisation raising a complaint.
Complaint handler	The person identified to investigate the complaint and respond to the complainant.
Plain English	Plain English refers to clear and concise messages, written with the ease of comprehension of the reader in mind and with the right tone of voice. Plain English writing includes the use of active verbs, short sentences, and reader-appropriate words.
Feedback	Comments provided to the organisation about its staff or services through formal (e.g., survey, feedback forms) or informal (e.g., phone or email conversations) means. Feedback can be positive or negative, including compliments and complaints.
Identifiable information	Individual records/information containing age, sex and statistical components that could enable an individual's identity to be reasonably ascertained.
Information management	The creation, collection, storage, access, use and disposal of information assets.

Personal information	Information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether or not the information or opinion is true; and (b) whether or not the information or opinion is recorded in a material form.
Privacy provisions	The collection, protection and disclosure of personal information provided to the organisation by trustees, school staff, beneficiaries, volunteers, and volunteers.
Record	A document, electronic or other device in which information is carried.
Respondent	The person or persons who are the subject(s) of a complaint. Note: in some circumstances complaints may not relate to a respondent, but may be in relation to a service, process, or activity.
Social media	Online tools or websites (e.g., Facebook, Twitter, YouTube, Instagram, etc.) that engage, create, and share user-generated content, data, and comments.
Social media identification	Online name, ID, username, or user account name of individuals when using online or social media tools and programs.

Sensitive information	a) information or an opinion about an individual's:
	    i. racial or ethnic origin; or
	    ii. political opinions; or
	    iii. membership of a political association; or
	    iv. religious beliefs or affiliations; or
	    v. philosophical beliefs; or
	    vi. membership of a professional or trade association; or
	    vii. membership of a trade union; or
	    viii. sexual orientation or practices; or
	    ix. criminal record; that is also personal information; or
	
	b) health information about an individual; or
	c) genetic information about an individual that is not otherwise health-related information, or
	d) biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or
	e) biometric templates.

Universal Communication	Communication strategies designed to support access and participation of all people, including those who may have minimal literacy or are from a non-English speaking background.

1.4 Principles

» Communication with trustees, school staff, beneficiaries, and volunteers are a key activity of the organisation.
» Clear, consistent, and equitable communication within the organisation is essential for effective organisational strategies and operations.
» All communication is presented in plain English.
» Communications are presented in Easy English when appropriate, or as the need is identified.
» External communication is broadly representative of the clients and community needs.
» Communication strategies ensure access, equity, timeliness, accountability, and integration.

1.5   Outcomes

» **J-Edo Fund** trustees, school staff, beneficiaries, and volunteers are consulted and engaged through the provision of information of the organisation's activities and operations.
» Internal communication practices support sharing of knowledge, good management, and operations within the organisation.
» External communication strategies are considered in organisational planning as part of its formal quality improvement program.

1.6   Delegations

Business services/ management	» Endorse and ensure compliance with this Communications Policy. » Contribute to internal and external communication strategies and activities. » Be familiar with the organisation's legislative requirements regarding communication, privacy and the collection, storage, and use of personal information. » Contribute to internal and external communication strategies and activities. » Receive feedback and complaints and direct these to the J-Edo Founder. » Maintain operations of the organisation's website. » Maintain, develop, and disseminate program and service materials, including client and promotional materials. **Founder** » All primary liaison with media is the responsibility of the J-Edo Fund Founder, including developing and responding to media releases. » Act as the primary contact to communicate between the service and the Trustees. » Liaise with media, including developing and responding to media releases. » Endorse draft media releases supported by trustees. » Respond to complaints, and to high level or escalate complaints from school staff, beneficiaries, and volunteers as required. » Actively contribute/write articles and collate items of interest for the organisation's communications. » Oversee production of external communications. » Manage feedback and complaints processes. » **Trustees** » Have a working knowledge of the organisation's legislative requirements regarding communication, privacy, and the collection, storage, and use of personal information. » Ensure systems are in place across the organisation to communicate appropriately and adequately protect the privacy of personal information of school staff, beneficiaries, and volunteers. » Promote program and services in external meetings.

1.7   Risk management

J-Edo Fund develops and implements communication(s) systems and actions relating to privacy and confidentiality to ensure they are effective and regularly monitored and comply with relevant legislation.

All trustees, school staff, beneficiaries, and volunteers are made aware of this policy during orientation and are provided with ongoing support to assist them to effectively use internal and external communication systems and to establish and maintain privacy and confidentiality.

SECTION 2:EFFECTIVE COMMUNICATION

This Section ensures that **J-Edo Fund** implements mechanisms and tools to communicate effectively internally, and externally with its stakeholders and the broader community to enhance the organisation's operation and achieve its strategic goals.

2.1   Purpose of communications

J-Edo Fund communicates for several purposes, to:

» Increase awareness of the organisation and its goals
» Enhance community understanding of Martial Arts and its beneficiaries target group, Not in Education, Employment or Training (N.E.E.T).
» Promote the work of the organisation.
» Share knowledge and improve understanding of its clients, school staff, beneficiaries, volunteers, and the broader community.
» Increase the profile of the Martial Arts and beneficiaries target group Not in Education, Employment or Training (N.E.E.T)
» Share knowledge within the organisation to ensure effective organisational management.

Communication strategies and activities are undertaken to assist and support the achievement of broader organisational strategic goals.

2.2   Types of communication

J-Edo Fund communication types include:

» Internal: information and knowledge that is shared within the organisation.
» Incoming: information and knowledge that is sought and/or received from an external source.
» Outgoing: information and knowledge that is initiated, developed, and distributed by the organisation for an external audience.

Universal communication strategies employed include:

» **Verbal communication**
  - Communication should be face-to-face when possible, and individuals should be aware of body language and facial expressions to gauge understanding and engagement.
  - When the need for an interpreter is identified, to liaise with bi-lingual staff (when available) or the telephone interpreter service.
  - Using plain English when communicating with clients and not using unnecessary jargon.
  - Minimising environmental distractions when working with clients.
  - Supporting verbal communication with audio-visual, written and pictorial resources when available or by demonstrating activities.
  - Allowing adequate time for individuals to respond.
  - Breaking down explanations into step-by-step tasks to assist with understanding and memory.

» **Written and visual communication**
  - Plain English is used for any information about **J-Edo Fund** that is in the public domain and that the public uses to make decisions, e.g., service information brochures and website.
  - Program and other relevant hard copy information is provided in plain English and may be adapted to fit Easy English or community languages when the need is identified.
  - When providing program information to clients, school staff, beneficiaries, and volunteers, we will discuss the content verbally to support the written information provided.

- Images and audio-visual materials will support written communication when possible.
- When using images, trustees will consult to ensure it is appropriate and that the meaning is accurate.

2.3   Internal communication

Internal communication is information and knowledge that is shared within the organisation and between trustees. Effective internal communication is essential for good organisational management. All trustees and volunteers are responsible for contributing to the organisation's communication strategies and activities.

A range of mechanisms and tools are used for internal communication. These include:

» **Trustee, and specific project meetings**

Trustee and project meetings provide opportunity for information-sharing and decision-making on a range of project and operational issues, for example, the AGM meeting. A minimum of three trustees are required to attend meetings.

» **Review meetings**

Review meetings are convened between J-Edo Fund Founder, school staff, beneficiaries, parents, external agencies and volunteers. These meetings provide an opportunity to discuss challenges and achievements within the school and provide an opportunity for beneficiary's feedback and how to address situations in the future.

» **Emails and Microsoft Teams**

The use of email and Microsoft Teams is essential for effective communication amongst trustees, school staff, beneficiaries, and volunteers. These tools are a simple and effective way to share information. These tools also provide a record and may be considered as a means of formal documentation.

2.4   Incoming communication

Incoming communication is information and knowledge that is sought and/or received from a source that is external to the organisation. Incoming communication supports the organisation to work towards its goal/s, strategic plan, and service delivery.

J-Edo Fund may receive incoming communication from the following sources:
» Existing and potential clients and support networks
» Funders – government and other contributing organisations
» Project, policy, and other activity partners
» Government departments and branches
» Academic institutes
» Media
» Associations and professional organisations
» Registered training organisations.

A range of mechanisms and tools are used to receive incoming communication, including those described in outgoing communication below.

Other means of receiving incoming communication:
» **Client and stakeholder consultation**

In recognition of the role clients and stakeholders play in assisting in strategic endeavours. **J-Edo Fund** undertakes regular consultation with clients and stakeholders.

Consultation may be through informal or formal means such as surveys, site visits, event feedback, research or contracting consultants. Clients may also participate in project advisory/steering groups as a mechanism for providing expert input into activities and services.

» **Email and hard copy subscription**

Trustees actively source information through numerous email and hard copy subscriptions to inform organisational activities.

» **Research and evidence-gathering**

Trustees actively gather information from reliable sources to inform best practice. Research and evidence-gathering ranges from internet searches to commissioned research through specialised institutes or private consultants.

2.5   Outgoing communication

Outgoing communication is information and knowledge that is initiated, developed, and distributed by the organisation for an external audience.

Refer to the Corporate Image Section of this policy for information on corporate image, branding and copyright which is relevant to all organisational communication(s).

J-Edo Fund provides outgoing communications to the following audiences:
» Clients, potential clients, families, carers, and referral agencies
» Funders – government and other organisations
» Engaged and potential consultants
» Project, policy, and other activity partners
» Government departments and branches
» Research and academic institutes
» Media.

To develop outgoing communication, **J-Edo Fund** conceptualises and develops effective communications structured around the following:

A range of mechanisms and tools are used to distribute outgoing communication. These include:

» **Organisation website**
   The website is a primary tool for distributing outgoing information to a broad audience. Information about the organisation's goal, services, programs, eligibility and access information, governance, activities, current projects, and news items is maintained by **J-Edo Fund Founder.** Web content should be clear, concise, engaging and written in plain English.

» **Organisational documents**
   J-Edo Fund can produce organisation and project-specific documents that provide information about its plans, achievements, and activities. Documents such as annual reports, strategic plans, service and client brochures, and project background and implementation plans may be provided to clients, stakeholders, and funders. This includes current information about the services and programs the organisation provides, other organisational activities, performance, and plans.

Organisational documents for outgoing communication will also to be distributed internally to Trustees when relevant.

» **Inter-agency, client case review meetings and advocacy**
Participate in relevant inter-agency and client case review meetings with the aim to better support individual clients. In addition, attend appointments or meetings with clients to support them or advocate on their behalf with the relevant party.

» **Conference, forum, and meeting representation**
Trustees and volunteers participate in relevant conferences, forums, and advisory groups representing the organisation. Participation also allows for information gathering so that the organisation is better informed and better able to provide services for clients.

» **Media communication**
J-Edo Fund Founder may produce or respond to media releases on behalf of the organisation. Media releases may be developed to promote an event or project achievement, advocacy on behalf of clients, and/or the organisation to counter any negative media coverage relating to N.E.E.T

The organisation may partner with other organisations in producing or responding to a media release. The Founder and Trustees hold responsibility for liaison with the media.

» **Stakeholder meetings**
Staff participate in regular meetings with relevant stakeholders to provide support, share information about current services, projects, and issues, and to gather feedback on services.
Regular contact with stakeholders is part of the organisation's service delivery and operations.
All Trustees are responsible for developing and maintaining effective relationships with stakeholders.

2.6   Record-keeping
All documents bearing the organisation's name and/or logo, including digital and electronic materials, must be saved in the electronic and hard copy filing systems.

SECTION 3:CORPORATE IMAGE

The organisation acknowledges that all its communication activities should be delivered with the intent of effectively informing clients, stakeholders and the broader community of the organisation's goals, services, and programs.

The purpose of this Section is to provide guidance to **J-Edo Fund** in developing and maintaining a clear and consistent language and branding to improve awareness of the organisation and enhance access to information about goals, services, and programs.

J-Edo Fund's corporate image refers to logos, design elements, typography, templates, and any other visual identification that identifies or relates to the organisation.

This Section applies to all Trustees and volunteers.

This Section also ensures that the organisation's:
» Language and branding are consistent and clear throughout all activities.
» Corporate image supports the access to information and services.
» Corporate image enables the public to identify and recognise the organisation.
» Corporate image supports and increases the credibility of the information provided by the organisation.

SECTION 4:FEEDBACK AND COMPLAINTS

J-Edo Fund is committed to facilitating transparent and effective feedback and complaints management processes for clients and stakeholders, to improve the quality of its products and services.

The purpose of this Section is to provide guidance to J-Edo Fund Trustees and volunteers in receiving, collating, resolving, and responding to feedback, complaints and compliments about the organisation's services and operations.

All school staff, beneficiaries, and volunteers are given information about the complaints and feedback management process as part of their induction.

The organisation:
» Recognises that clients and stakeholders need avenues to give feedback or raise complaints with the organisation and are entitled to have their concerns addressed in ways that ensure access and equity, timeliness, accountability, and transparency.
» Acknowledges that any person or organisation accessing services and programs provided by the organisation, or those affected by its operations, has the right to provide feedback and/or make a complaint.
» Understands that complaint information may be sensitive in nature, respects the complainant's right to confidentiality, and will handle complaints in a fair, equitable and timely manner.
» Conveys the process for communicating feedback and complaints to all Trustees and volunteers.

This Section ensures that:
» Feedback, including complaints, is considered an important part of J-Edo Fund's operational and program planning and as part of its quality improvement program.
» Responses to complaints and other feedback are delivered in a consistent and timely manner.
» The resolution of the complaint to the satisfaction of the complainant is a goal of the **J-Edo Fund**'s complaints handling process.

4.1 Communication of feedback and complaints processes

Information and methods of communication
Information on feedback and complaints management processes will be made available to clients and stakeholders through a range of mediums, including:
» Organisation website
» Client orientation pack
» Students and volunteer induction processes
» Feedback and Complaints Information Sheet

Information provided in the Feedback and Complaints Information Sheet includes:
» How to provide feedback or complaints
» How the organisation values and utilises feedback and complaints in review and planning activities
» The feedback and complaints management processes, confidentiality, and timelines

Promoting processes
The organisation promotes accessibility for feedback and complaint receipt by providing clients and stakeholders the opportunity to use a range of mediums to register a complaint or feedback. Contact details for feedback and complaints should be promoted as:

Providing feedback to J-Edo Fund

Clients and stakeholders are welcome to contact any J-Edo Fund Trustee, alternatively, feedback can be submitted using the details below:

Email: **jedofund@gmail.com**
Phone:
Mail: Feedback

███████████████████████████████████████

A J-Edo Fund Feedback and/or Complaint Form can be accessed online at **J-Edo.UK**. Alternatively, you can request a form using the contact details above.

The provision of feedback and/or complaints will not affect the service being provided to you.

All feedback, including telephone and the primary email **jedofund@gmail.com** is directed to J-Edo Founder and Trustees.

4.2   Feedback management

Receiving feedback

Feedback can be accepted by any Trustee and may include:

» **Formal feedback:** primarily received through service/program and/or management processes. This may include feedback collated through feedback forms, surveys, and evaluation processes. Feedback received in this way should be managed in accordance with the organisation Program Management Policy.

   Formal feedback may also be received via phone, email, or face-to-face meetings. This may be identified as formal feedback by the person submitting the information.

» **Informal feedback:** can be received through face-to-face conversation, telephone, email, or letter by any staff member. Feedback should be acknowledged by the receiver and the appropriate response provided where required. Informal feedback can be valuable in organisational and program development, planning, and review.

» **Feedback regarding services/programs:** formal and informal feedback about **J-Edo Fund** programs, services and activities is to be raised at the Trustees meetings where relevant. Individuals involved in the activity that has generated the feedback should be notified on receipt of that feedback.

» **Negative feedback or concerns:** Managing negative feedback appropriately is important in promoting the organisation's reputation for valuing all feedback and will assist in reducing the likelihood of a complaint being lodged.

» **Feedback received in a non-acceptable manner:** In some circumstances, feedback may be received where the person providing feedback is unprofessional, and their behaviour is inappropriate or abusive. Trustees in receipt of any feedback or complaints should retain a professional demeanour and handle the matter in line with the organisation's Code of Conduct. The Trustee informs the J-Edo Fund Founder.

4.3   Responding to feedback.

All feedback submitted to **J-Edo Fund** should be acknowledged appropriately and in a timely manner. The recipient of feedback acknowledges receipt of feedback within **seven working days**. Depending on the nature of the feedback, other responses may include:

» Thanking the individual/service
» Informing the individual/service of its value
» Explaining how the information will be utilised (i.e., compliments may be used in annual reporting; constructive feedback or suggestions may assist in future planning or review activities).

In some cases, feedback (for example, suggestions) may require a further response or resolution. Staff members in receipt of the feedback will also provide guidance on the next steps in the process. This may include:

» Timeframe for response
» Request for preferred contact method
» Name and contact details of the Trustee who will be responding.
» Request for supporting information (when relevant)
» Organisational follow-up actions (e.g., raise the suggestion/concern at a Trustee or AGM Meeting)

The level of response required is dependent on the assessment of the feedback provided, the method of receipt and any explicit or implicit requests for a response or resolution.

Recording feedback

When receiving feedback, Trustees are required to complete a Feedback Record Form. This document records information that can be supported by evidence or should note that the information is not yet substantiated.

Organisational feedback forms

» **Feedback form**. The organisation's feedback form is in the **J-Edo Fund GDrive**

Feedback forms are available to clients, stakeholders, and the public. These forms constitute physical evidence of feedback and should be saved as PDFs in the relevant folder. Hard copy evidence is to be stored with relevant program/project/service information.

Information to be logged in the organisation feedback form includes:
  o Date of feedback
  o Contact details, including name, phone, and email.
  o Preferred method of contact
  o Feedback topic (e.g., program activity, organisation communications)
  o Feedback content (brief description).

» **Feedback record form.** The organisation's feedback record form is in the **J-Edo Fund GDrive**
Information to be logged in the organisation feedback record form includes:
  o Date of receipt
  o Received by (Trustee)
  o Method of receipt (e.g., phone, face-to-face)
  o Feedback topic (e.g., program activity, organisation communications)

o Feedback content (brief description)
o Supporting documents (where relevant list and hyperlink to evidence of feedback)
o Response required.
o Follow-up and/or other comments.

4.4   Complaints management

Receiving a complaint.

A complaint may be received by any individual via phone, email, letter, the organisation's Complaints Form or through a face-to-face meeting.

Where an individual receives a complaint, complaint recipients are to complete the organisation's Complaints Record Form, attaching any additional information they deem is necessary to provide.

Complaints can be:

» **Formal complaints:** primarily received through written communication and may also be received via phone, email or face-to-face.

» **Informal complaints:** can be received through face-to-face conversation, telephone, email, or letter to any staff member. Complaints should be acknowledged by the receiver and the appropriate response provided following the organisation's process outlined in this policy.

» **Complaints regarding services/programs:** formal and informal complaints about **J-Edo Fund** programs, services and activities are to be raised at the organisation's Trustee meetings where relevant. Members involved in the activity about which a complaint has been lodged should be notified on receipt of the complaint, if appropriate.

» **Complaints received in a non-acceptable manner:** complaints received in a non-acceptable manner should be managed in the same manner as feedback; see Section 4.2

» **Complaints involving stakeholders and partners:** the organisation does not involve itself in complaints concerning stakeholders and partner agencies. **J-Edo Fund** does not have the power or mandate to formally resolve disputes between external parties. The organisation may, however, refer the complainant to the relevant party.

» **Complaints alleging criminal or fraudulent conduct:** allegations of fraudulent or criminal conduct should be raised directly with the J-Edo Fund Founder and/or the Trustees (excluding any individual implicated in the allegation) and reported to the police. The organisation will make itself available to assist the police with their investigation.

» **Complaints regarding Trustees, students, school staff, and volunteers:** whether formal or informal, these complaints are reported to the J-Edo Founder.

Recording complaints

When receiving complaints, Trustees are required to complete a Complaints Record Form. This document only records factual information that can be supported by evidence; alternatively, in those situations where this cannot be done, it is noted where the information has yet to be substantiated.

The J-Edo Fund Founder will register all complaints in the organisation's Complaints Register.

Complaints forms provided by clients, stakeholders and the general public are communicated to the J-Edo Fund Founder and are completed containing all relevant information.

Acknowledging a complaint

All complaints submitted to **J-Edo Fund** should be acknowledged appropriately and in a timely manner. The recipient of a complaint acknowledges receipt of the complaint within **five working days.** Dependent upon the nature of that complaint, other responses may include thanking the individual/service, or informing them of the value of the complaint.

In some cases, complaints may require a further response or resolution. The Trustee in receipt of the complaint will also provide guidance on the next steps in the process. This may include:
» Complaint management process
» Timeframe for response
» Request for preferred contact method.

Assessing complaints

The level of response required is dependent upon the assessment of the complaint, the nature of the complaint, the method of receipt and any explicit or implicit requests for a response or resolution. Comprehensive assessment of a complaint is critical for effective complaint management and will identify the following:
» If the complaint can be resolved at first contact
» If the complaint requires more information, mediation, or an investigation.
» The priority of the complaint
» Those Trustees who have the appropriate training to deal with such complaints.

Following the acknowledgment of a complaint, the J-Edo Founder will assess the information and appoint a complaint handler to respond to the complaint. The J-Edo Founder may consult with the complainant to agree on a resolution process. Once the complainant is pleased with the process, the J-Edo Founder will inform the relevant parties:
» Complaint handler (name and contact details of the Trustee who will be responding)
» Organisational follow-up plan/actions as part of the complaint management process.

Complainants have the right to privacy and confidentiality, and matters should not be discussed with any other **J-Edo Fund** representatives other than the Founder and the complaint handler.

Planning

Most complaints can be easily resolved; however, the assessment of the complaint will determine if further investigation is required.

The Founder and the complaint handler are responsible for developing a plan that will define:
» What is to be investigated?
» The steps involved in investigating the complaint and whether further information is required, either from the complainant or from another person or organisation
» An estimate of the time it will take to resolve the complaint.
» The solution the complainant is seeking, whether the complainant's expectations are realistic or need to be managed, and other viable solutions.

» Any special considerations that apply to the complaint – for example, if the complainant has asked for their identity to be withheld from others, or if there is sensitive or confidential information that needs to be safeguarded.

Investigation

J-Edo Fund ensures that impartial, confidential, transparent, and independent investigation processes are in place to resolve complaints and to provide tangible solutions for complainants. This means that the organisation's complaints processes:
» Seek objective solutions that are founded on evidence and facts.
» Are private.
» Provide particular care to protect any identifying details.
» Welcome the complainant's feedback, comments, and involvement.

It is not always possible to resolve each complaint following an investigation process. In such cases the **J-Edo Fund** complaint handler will explore other alternatives and try to reach a settlement with the complainant.

Complaint respondents are provided with an opportunity to respond to any issues raised by the complainant, including providing relevant information and supporting documentation at the request of the complaint handler. The complaints handler may (where appropriate) involve the respondent in mediation with the complainant.

Response/resolution

Following the results of the investigation, the response to a complaint will be co-ordinated by the Founder or the complaint handler. However, all Trustees may be involved in responding to a complaint either through communication with the complainant, reviewing documentation or implementing practice changes because of a complaint or feedback.

The response to a complaint concerning **J-Edo Fund** services, operations, publications, resources generally include the following details and information:
» Complaint details and date of receipt
» Complaint handlers contact details.
» Investigation results
» Complaint process timeframe
» Privacy and confidentiality actions
» Outcomes
» Contact details to expedite any requests for further information.

Within **30 days** of the complaint being resolved, the organisation will follow-up with the complainant to review their satisfaction with the actions taken.

Review and considerations of systemic issues

J-Edo Fund understands that following a complaint process, the findings of the investigation or resolution may point to administrative or operational issues inside the organisation.

Feedback (both positive and negative) is to be considered in operational planning as well as implementation and review activities in the areas of governance, risk management, client services, project management and work health and safety.

The complaints register is regularly reviewed to inform service planning and continuous quality improvement processes.

To maintain quality services, the organisation ensures that the following mechanisms are in place to confirm that complaints processes are effective and regularly monitored:
» Evaluation and number of complaints about a particular matter
» Monitoring of increase in complaints
» Analysis of complaints characteristics
» Changes in organisation's operations following complaints.
» Yearly reports.

Reports and findings of complaint management processes are discussed and reviewed by the Founder and Trustees.

Organisational complaints forms

» **Complaint form.**
Is located on the **J-Edo Fund GDrive** Complaint forms are available to clients, stakeholders, and the public.

» **Complaint record form.**
Is located on the **J-Edo Fund GDrive** Complaint record forms are available to Trustees, Board Members, students, and volunteers to record complaints that have been made in a non-written form.

» **Complaints register.**
The organisation's complaints register is located on the **J-Edo Fund GDrive.**

The above documents and related evidence are to be saved as PDFs in the relevant folder. Hard copy evidence is to be stored with relevant program/project/service information.

SECTION 5:PRIVACY AND CONFIDENTIALITY

J-Edo Fund is committed to protecting the privacy and confidentiality of clients, Trustees, students, volunteers, and stakeholders in the way information is collected, stored, and used.

This policy provides guidance on how the organisation collects, uses, discloses, and otherwise manages personal information and provides guidance on legal obligations and ethical expectations in relation to privacy and confidentiality.

In operating our business, **J-Edo Fund** collects and holds two types of information which are covered by this policy Section: personal and organisational information.

The organisation is committed to ensuring that information is used in an ethical and responsible manner and recognises the need to be consistent, cautious, and thorough in the way that information about Trustees, students, school staff, and volunteers is recorded, stored, and managed. The Privacy Act sets out organisational obligations in relation to personal information.

This Section ensures that:
» **J-Edo Fund** provides quality services in which information is collected, stored, used, and disclosed in an appropriate manner complying with both legislative requirements and ethical obligations.
» All Trustees understand their privacy and confidentiality responsibilities in relation to personal and organisational information about **J-Edo Fund,** Trustees, students, school staff, and volunteers. This understanding is demonstrated in all work practices.

5.1   Data security

J-Edo Fund takes reasonable steps to protect the personal information held. These include steps against loss, interference, unauthorised access, use, modification or disclosure and other information misuse. These steps also comprise reasonable physical, technical, and administrative security safeguards for electronic and hard copy records as identified in the following text.

Physical safeguards include:
» locking filing cabinets and unattended storage areas
» physically securing the areas in which the personal information is stored.
» not storing personal information in public areas
» positioning computer terminals so that they cannot be seen or accessed by unauthorised people or members of the public; and
» securely disposing of destroying or de-identifying information that is no longer required by the organisation, including decommissioned laptops and mobile phones
» records are disposed of in line with **J-Edo Fund** records management policy.

Technical safeguards include:
» using passwords to restrict computer access and requiring regular changes to passwords.
» ensuring information is transferred securely
» using electronic audit trails; and
» installing virus protection and firewall software.

Administrative safeguards include not only the existence of policies and procedures for guidance but also the implementation of training programs to ensure Trustees and volunteers are competent in this area.

Version: One

Document status: Final

Date issued: 22nd January 2024

Approved by: J-Edo Trustees

Date for review: 22 January 2025

Record of policy development:

Version number	Date of issue	Lead author/ reviewer	Significant changes on previous version
1	22/01/2024	Sheryl Atkinson	-