

# COMPLAINTS HANDLING POLICY



Reference	LH005	Date approved	21 <sup>st</sup> November 2023
Approved by	Board of Directors	Date for review	21 <sup>st</sup> November 2025

## STATEMENT OF POLICY

LiteHaus International values the benefits of effective complaints management and believes that a person's dissatisfaction is a valuable source of information that can help better understand their needs, improve our service and ministry; and foster strong working relationships within every aspect of our service as a not-for-profit entity. All complaints received will be provided with a fair and just response that respects the dignity of all involved.

## INTRODUCTION

LiteHaus International is committed to seeking and receiving feedback and complaints about its services, systems, practices, procedures, products and complaint handling. As a not-for-profit organisation, LiteHaus International believes it should provide a safe and effective service to those who wish to make a complaint to or about the entity, whether regarding mismanagement of people's information and data, use of donations, costs of fundraising or fundraising methods, the provision of services or the quality of the service. Many complaints happen because of alleged services failures, relevant information is not readily available, is difficult to understand, incomplete or misleading, does not appropriately address common concerns or frequently asked questions, is not provided or made available within a reasonable period of time.

## SCOPE

This Policy is intended to manage any complaint received relating to any LiteHaus International personnel. This policy applies to all staff (paid and volunteer), contractors and our governing body, receiving or managing complaints from the public and clients made to or about LiteHaus International, regarding its products services and staff, or its complaint handling process. It overlays and should be read in conjunction with other relevant complaint management policies and procedures.

## ACTIONS

This Policy informs all personnel how complaints are to be handled including managing the various types of complaints which will need to comply with the relevant policies and laws. Personnel receiving a complaint will be alert to individuals who might require additional help or different approaches to make a complaint, including, but not limited to, children, vulnerable adults, families, people living in regional or remote areas, the aged and people from culturally and linguistically diverse backgrounds.

People making complaints will be:

- provided with information about our complaint handling process and how to access.

- listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for our decision/s and any options for redress or review.

LiteHaus International will:

- address each complaint with integrity and in an equitable, objective and unbiased manner.
- take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf;
- accept anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided;
- manage conflicts of interest, whether actual or perceived, responsibly and with discretion;
- ensure that information about how and where complaints may be made to or about them is well publicised on its website;
- ensure that its systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

Complaints should be made via the website (<https://litehausinternational.org/complaints-%26-reporting> in the Lodge a Complaint contact form) or via [incidentreporting@litehausinternational.org](mailto:incidentreporting@litehausinternational.org).

If a person prefers or needs another person or organisation to assist or represent them in the making and / or resolution of their complaint, LiteHaus International will communicate with them through their representative if this is their wish. Anyone may represent a person wishing to make a complaint with their consent.

## DEFINITIONS

- **Complaint** An expression of dissatisfaction made to or about LHI, its services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.
- **Complaint handling/management system** All policies, procedures, practices, staff, hardware and software used by the organisation in the management of complaints.
- **Dispute** An unresolved complaint escalated either within or outside of the organisation.
- **Feedback** Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about the organisation, about its services or complaint handling system where a response is not explicitly or implicitly expected or legally required.

- **Grievance** A clear, formal written statement by an individual staff member about another staff member or a work-related problem.
- **Harm** Refers to any detrimental effect of a significant nature on the person's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by physical, psychological, or emotional abuse or neglect; or sexual abuse or exploitation. It may be caused by a single act, omission or circumstance; or a series or combination of acts, omission or circumstances.
- **Policy** A statement of instruction that sets out how we should fulfil our vision, mission and goals.
- **Procedure** A statement or instruction that sets out how our policies will be implemented and by whom.