

Recording complaints

When we receive your complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

To make sure that we continue to improve, complaints will be monitored for any repeating trends by management and if that happens, to take action to stop it from happening again.

If you send us a complaint, we will record your personal information only for the purpose of dealing with your complaint. Your personal details will be kept private.

Feedback to the complainant (you)

Deaf Australia is committed to resolving your issues at the first point of contact however, this may not be possible in all circumstances. If that does happen a more formal complaints process will be followed.

We will acknowledge your complaint within three (3) business days. Once your complaint has been received, we will look at and review your complaint.

At this point, sometimes we might need to clarify parts of your complaint or request additional documentation from you. We will explain why we need clarification or additional documentation and provide you with feedback on the status of your complaint at that time.

We are committed to fixing the complaint within ten (10) business days of you contacting us however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint within ten (10) business days, we will tell you why there is a delay and give a date when we will be able to finalise your complaint.

If we have asked for clarification or additional documentation from you and we are waiting for you to provide this information, we may not be able to meet our ten (10) business day finalisation commitment. When we receive clarification or additional documentation from you, we will tell you when we expect to be able to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you face to face.

You have the right to make enquiries about the status of your complaint at any time by contacting us.

Our six-point complaint process

1. **ACKNOWLEDGE:** We will acknowledge that we have received your complaint within three (3) business days.
2. **REVIEW:** We will review your complaint and find out if we need more information or additional documentation. If we do, we will contact you.
3. **INVESTIGATE:** We will organise to have your complaint looked at independently and fairly. We will look carefully at all information, documentation and evidence that may be available. This will be done within ten (10) business days.
4. **RESPOND:** We will contact you to let you know what the outcome is. We may also detail any action we will take to ensure this doesn't happen again.
5. **ACTION:** Where appropriate we will change how we present information and/or how we advocate for you.
6. **RECORD:** We will record your complaint and the processes involved. Your personal information will be protected unless you express a desire not to.

When you complain about one of our employees

If the complaint involves a staff member, including the CEO, we will treat your complaint fairly and with equity (making sure all involved are treated equitably). We will look at your complaint very carefully by finding out the relevant facts, speaking with people who may be involved and making sure we have all the facts where possible.

We will also treat our staff member/s fairly by:

- Informing them of any complaint about their performance
- Providing an opportunity to explain the circumstances
- Providing the staff member/s with appropriate support
- Update the staff member/s on the complaint process and the result

Complaint against a board member

We have a separate policy for complaints about board members of Deaf Australia. Please see [this link here](#).

Complaints under investigation by a regulator or law enforcement agency

If your complaint is being looked at by a federal, state or territory legal agency we may cease to take further action in relation to your complaint until they have finished their investigation.

We will assist any legal agency with their investigations.

Our complaint escalation process

Where possible, we will try to resolve your complaint at the first point of contact. If we are unable to do this, we will undertake an investigation of your complaint and provide you with the outcome.

If you are not satisfied with how your complaint has been handled, or the resolution provided by us, you can request us to escalate your complaint to the chairperson of the board of Deaf Australia.

If that does not satisfy you, you can request to make the complaint directly to the Australian Charities and Not-for-Profit Commission (ACNC) at this link which will show how to make a complaint: <https://www.acnc.gov.au/raise-concern>

Our complaints flowchart



