

EXTERNAL

Médecins Sans Frontières Australia and Médecins Sans Frontières New Zealand

EXTERNAL COMPLAINTS AND FEEDBACK POLICY

1. Introduction

- 1.1** At Médecins Sans Frontières Australia (MSFA) and Médecins Sans Frontières New Zealand (MSFNZ), we are committed to high standards of transparency, integrity and accountability.
- 1.2** In line with our organisational purpose and values, MSFA and MSFNZ champions a culture of respect and ethical behaviour, coupled with good governance.
- 1.3** We welcome feedback from anyone who interacts with us, and support the raising of complaints. In listening to our stakeholders, we can show our commitment to being an accountable and transparent organisation that learns and improves.

2. Purpose

- 2.1** The purpose of this Policy is to:
 - (a)** provide a process for our external stakeholders to provide us with feedback or raise a complaint; and
 - (b)** inform stakeholders of how we manage feedback and how we will process and resolve a complaint.

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3. Scope

3.1 Who is covered by this Policy?

- (a) This Policy applies to anyone who has engaged with MSFA or MSFNZ's operations and activities - whether through interaction with our Board, staff or volunteers, our external-facing functions and programs (including recruitment, fundraising, procurement or advocacy), our communications materials and marketing channels, or our general operations in some other way.
- (b) You might be a supporter, partner organisation, supplier, community-based organisation or NGO, an individual or a corporate member of the public, or a member of the media. You could be based in Australia or based internationally, but if your feedback or concern is about an interaction with MSFA or MSFNZ, this Policy applies to you.

3.2 Who is not covered by this policy?

- (a) MSFA staff and volunteers are not covered by this Policy. The Complaints and Grievance Handling Policy covers employees and volunteers who seek to raise concerns or provide feedback.
- (b) MSF offices in other countries. Every MSF office has its own policies, and so if your feedback or complaint relates to any other MSF office (or their operations) outside of Australia or New Zealand, please contact that office directly.

3.3 This Policy applies to:

Feedback:

- (a) We define "feedback" as information offered in relation to our activities or performance, with the view to improve our services. Feedback may be:
 - (i) general in nature (for example, outlining an obstacle encountered, your experience with our service levels, or providing an evaluation of our work);
 - (ii) neutral or positive (compliments); or
 - (iii) helpful suggestions of improvements that we could make.

Complaints:

- (b) We define a "complaint" as a verbal or written report of dissatisfaction about how we have engaged with you, or the way in which we have undertaken our work or communicated about it. Complaints could include, but are not limited to, the following:
 - (i) a criticism relating to the quality of delivery of a particular program or initiative;

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- (ii) dissatisfaction about a fundraising approach, campaign or communication;
 - (iii) the way in which MSFA or MSFNZ has acted or failed to act in respect to a matter on which you have engaged with us; or
 - (iv) a concern about the standards of service provided by staff, volunteers, contractors, suppliers, partners, or others acting on our behalf.
- (c) Complaints do not include our strategic approach or direction for example a decision to work in a particular country or project.

3.4 This Policy does not apply to:

Internal whistleblowing and misconduct

- (a) Any concerns of this nature from staff, including but not limited to dishonest, fraudulent or corrupt behaviour, abusive or exploitative behaviour, serious misuse of information and any discrimination or harassment that are internal, are subject to the MSFA Whistleblower Policy.

Staff grievances

- (b) Concerns from staff about colleagues, or a personal work-related grievance, are covered by MSFA's internal Complaints and Grievance Handling Policy.

Records amendments & refund requests

- (c) Communication to MSFA and MSFNZ's Supporter Relations team by a supporter to amend or change their record details, amend or change their communication preferences, manage their transaction history or cancel their gift subscription.

Request for refunds are also not covered in this policy. Please call or email our Supporter Relations line in the first instance to attend to these matters. (MSFA tel: (02) 8570 2600 or 1300 136 061, email: office@sydney.msf.org, MSFNZ tel: 0508 633 324, email contact.us@nz.msf.org)

These refunds will be dealt with separately in accordance with the Refunds Policy to any accompanying complaint which would fall in scope of this policy and be dealt with accordingly.

4. Policy

4.1 Principles

- (a) We value and encourage all forms of feedback and complaint. We believe that all of our stakeholders can help to hold us to account, and that their feedback and voice will improve the quality of our work.
- (b) MSFA and MSFNZ is committed to:

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- (i) providing the opportunity for people to safely express their opinions or dissatisfaction in an easy and accessible way;
- (ii) fairly, responsively and efficiently handling complaints or concerns;
- (iii) using information collected through feedback, complaints and appeals to continuously improve our services; and
- (iv) not adversely affecting anyone as a result of making a complaint or a complaint being made on their behalf.

4.2 How to provide feedback or make a complaint

- (a) Feedback and complaints can be made via:

For feedback and complaints relating to Médecins Sans Frontières Australia:

Email: office@sydney.msf.org

Phone: 1300 136 061

In writing, addressed to:

Médecins Sans Frontières Australia
Feedback and Complaints
PO Box 847,
Broadway NSW 2007
Australia

For feedback and complaints relating to Médecins Sans Frontières New Zealand:

Email: contact.us@nz.msf.org

Phone: 0508 633 324

Médecins Sans Frontières New Zealand
PO Box 6241 Victoria Street West Auckland 1142
New Zealand

- (b) Feedback can be given and complaints can be made on an anonymous basis if desired. However in respect to complaints made anonymously, the ability to contact you may be important to our capacity to resolve your concerns; particularly if we need to ask for more information. Additionally, where a complaint is lodged on an anonymous basis, we will ultimately close your complaint after we have resolved it to the best of our abilities, without being able to inform you of our efforts. For some complainants, it can be an important part of the process to receive contact from us about our proposed actions or resolution strategy, as this can assist you to reach your own point of conclusion on the matter that you have raised.

4.3 How will we approach complaints?

- (a) We will always treat every complaint respectfully, with due courtesy and consideration of the topics raised.

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- (b) In return, we ask anyone who wishes to make a complaint, that they please convey their concern/s to us in a similarly courteous way and with sufficient information to allow us to engage meaningfully and give the matter its due consideration. We would also ask that the complaint be set out in a way that gives a fair assessment of the facts.
- (c) We commit to doing all that we can to understand all concerns that are raised, however we do ask that where we follow up during the process of resolving a complaint, that there is no harassment or abusive behaviour towards our staff.

4.4 What is the process for complaints?

- (a) We will acknowledge receipt of the feedback or complaint in the same format in which it was provided, by dispatching an acknowledgement communication within 3 working days.
- (b) We will assess the complaint to establish whether the complaint that's been raised is within the scope of this Policy
- (c) If we determine that the complaint sits outside the scope of this Policy, we will contact you to let you know and will suggest referral of the matter to any alternative appropriate channel.
- (d) If the complaint is within the scope of this Policy, then we will:
 - (i) assess the complaint for severity, complexity and initially evaluated level of impact, to decide who within the organisation should manage the complaint as the nominated Responsible Person;
 - (ii) endeavour to review and resolve the complaint within 35 business days (noting that it will not always take this long, but this timeframe is reserved for investigation of the more serious kinds of complaint that may be raised).
 - (iii) The Responsible Person will:
 - (A) communicate with you to understand the outcome sought (if this is not articulated) and seek any further information as required;
 - (B) review the activity/ behaviour/event that is the subject of the complaint, which if necessary, will also include engaging with any person or party the subject of the complaint and any other relevant participants, to gather as much information as is necessary to best understand what happened in a fair and balanced manner;
 - (C) apologise for any error or wrong that we assessed to have occurred

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- (D) carefully evaluate all the elements of the complaint and take all appropriate actions to correct the issues and prevent them from happening again in the future;
- (E) inform you of the final outcome of the complaint process.
- (F) comply with confidentiality and privacy obligations per the above as best they can individually and within their authority level;
- (G) maintain accurate records of all communications; and
- (H) use information and outcomes to identify continuous improvement opportunities for MSFA, MSFNZ and for our staff, whilst keeping identifying details confidential where you request this be done.

4.5 What happens if you're dissatisfied?

- (a) If you are unhappy with our response to, or management of, your complaint, you can ask us for a review. This request must be put in writing.
- (b) Internal review will be overseen by the Executive Director to ensure that the person undertaking the review was not involved in the initial complaint management process.
- (c) The appointed person will review all information pertaining to the complaint, to determine whether due process was followed and whether the resolution was appropriate. The review will be completed within 30 business days of the request for review and the outcome will be communicated immediately to you (or your delegated representative).
- (d) If at this stage of the complaints management process we have not reached a point of resolution with you in respect to your concerns, you can raise those concerns externally with the ACNC (the regulator for the charities and not-for-profit sector).

4.6 Privacy & Confidentiality

- (a) We respect your privacy - this is assured. We will keep all confidential information that you provide us pursuant to this Policy's operation, as strictly confidential.
- (b) We will only share our confidential information
 - (i) with your express consent or provider of feedback; or
 - (ii) where it is required to assess and resolve a complaint or appeal, for example where a supplier is required to investigate an issue to which they were a party: or

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- (iii) where we are obliged to disclose it under law, or where we take the decision to disclose it in order to protect the immediate safety of a person (including yourself).
- (c) We may share your de-identified complaint, if relevant, to third parties such as the Fundraising Institute of Australia (FIA), Public Fundraising Regulatory Association (PFRA AU and PFRA NZ), for the purposes of learning and self-regulation.

5. Responsibilities

- 5.1 The Executive Leadership Team and the Director of Business Operations (under delegated authority from the Executive Director) are responsible for the implementation and oversight of this Policy.

6. Implementation

- 6.1 We are committed to ensuring the accessibility and transparency of this Policy, and because of this, the Policy will be published on our website.
- 6.2 Information about feedback and complaints will be included in induction and orientation (including orientation of partners).
- 6.3 Those persons in charge of handling complaints will be trained on how to do so, and they will undergo regular refresher training.

7. Related Documents

- 7.1 Whistleblowing Policy
- 7.2 Staff Grievance Policy
- 7.3 Refund Policy