Complaints Handling Policy

Overview and Purpose

The Hunger Project’s goal is to end world hunger by 2030. Our approach is different – we see people living in hunger as the solution, not the problem. We shift the mindsets of women and men so they transform into leaders for the sustainable end of hunger. Then, through our programs such as education, microfinance, agriculture and health, we empower people with the skills, knowledge and resources they need to break the poverty cycle themselves.

The Hunger Project Australia works with a range of Australian investors and stakeholder’s who invest in the work of The Hunger Project. The Hunger Project Australia aims for best practice across all interactions and where relevant, ensures that there is the appropriate avenue for effective complaint handling. We recognise that complaints provide an opportunity for learning and are an important ‘early warning’ mechanism for us. We welcome complaints, as they provide useful information to enable us to perform our role better.

The purpose of this policy is to give structure and direction to The Hunger Project Australia’s complaint handling procedures. Under this policy we endeavour to:

• Provide an efficient, fair, accessible and easily understood framework for monitoring and responding to investor and stakeholder complaints and feedback
• Provide a safe and discrete point of contact for stakeholders in Australia and countries where work is conducted, to raise concerns or complaints
• Provide information to all stakeholders, including to members of the communities where activities are implemented, about the reporting and complaints procedure
• Provide information in a clear and easily understandable manner in appropriate forms through appropriate media avenues
• Provide a complainant of the ability to make a complaint regarding an alleged breach of the Code to the ACFID Code of Conduct Committee
• Establish a process for reviewing and analysing complaint information within the organisation

To ensure appropriate compliance, this policy will be reviewed every 3 years.

The Hunger Project Australia does not operate directly in programme countries (Africa, South Asia and Latin America). In those countries, complaints will be managed as follows:

• Where The Hunger Project Australia directly funds a project, either in whole or partially, we will ensure that our in country office has a complaints handling policy that is accessible and communicated to community partners We will request that any complaints are referred back to us where appropriate, and will monitor compliance as part of our monitoring and evaluation processes.
• Where The Hunger Project Australia funds a block of programmes in a programme country we will again ensure that our in country office has a complaints handling policy that is accessible and communicated to staff, volunteers, investors and community partners. We will
request that any complaints are either referred directly back to us or referred to us via The Hunger Project Global Office where appropriate.

• Where The Hunger Project Australia provides funding to The Hunger Project’s Global office, we will rely on the complaints handling policies of Global Office to ensure that the policy is accessible and communicated to staff, volunteers, investors and community partners, and that complaints are referred back to us via Global Office where appropriate. We will have regular discussions with Global Office to understand the nature of any complaints.

Policy Statements

A complaint is defined as:

Any expression of dissatisfaction or concern made to an organisation by, or on behalf of, an individual, group or member of the public, that relates to the organisation’s services, or the performance, behavior and conduct of staff, or the complaints handling process itself.

Complaints can be made in person or by phone, letter, email or social media.

Commitment

All complaints will be handled quickly, fairly, effectively and courteously. In doing so, The Hunger Project Australia is committed to ensuring the rights of the complainant are protected, as are those of the staff who receive complaints, who may be the subject of a complaint.

The Hunger Project Australia will ensure that all stakeholders are aware of their right to complain by ensure accessible complaint handling procedures on the website.

The Hunger Project Australia’s commitment to endeavouring to resolve complaints means that complaints are handled through the below avenues:

• All Staff
  o Response for receiving stakeholder feedback
  o Are to give priority to assist in the resolution of complaints. They will resolve minor verbal complaints where appropriate or refer more serious verbal or written complaints directly to their line manager
  o Responsible for recording the details of minor verbal complaints received and resolved and updating their manager

• Managers
  o Ensure that the Complaints Handling Policy is implemented and accessible to staff
  o Advise the Chief Operating Officer of the nature of any major complaints and action taken/to be taken
  o Maintain documentation of all complaints received and how they were resolved, including any changes that may be required to delivery of service
  o Review and investigate all unresolved complaints under the direction of the Chief Operating Officer

• Chief Operating Officer
Has overall responsibility for all complaints and ensure they are addressed appropriately

Complaint Records

It is important to record customer complaints in order to:

- Track status of complaint
- Ensure accountability
- Identify and fix root causes
- Enable data analysis and management reporting

The Hunger Project Australia will identify and record all customer complaints. Data about complaints will be electronically recorded through our CRM to allow for monitoring of complaint procedures, to analyse complaints, and to report to management on complaints.

In addition, any complaints that warrant structural, procedural or policy change will be included in the Board Report and raised in quarterly board meetings.

Response Standards

All complaints will be responded to and addressed in a timely efficient manner. The standard to adhere to is listed below:

- Complaints made in person will be referred to the Country Director or Chief Operational Officer
- Complaints made by phone: complaints made by phone will, ideally, be answered immediately. If the complaint cannot be resolved in the initial phone call it will be responded to within three working days or, at a minimum, acknowledge the receipt of the complaint and provide status updates to the complainant
- Complaints made by email: responded to within three working days to either resolve the complaint or acknowledge the receipt of the complaint and provide a status update to the complainant
- Complaints made by letter: complaints received for letter mail will be responded to as soon as possible. Where a contact phone number or email is provided an initial response will be made within three working days. If only an address is provided, a written response will be provided within 10 working days.

Accountability

The Chief Operating Officer is responsible for the implementation and review of this policy. All staff members are responsible for adhering to this policy.

Implementation

Under the authority of the Chief Operating Officer the implementation of this policy is May 2018 and will be reviewed in May 2021.
Procedure

The complaint should be in writing and sent either by mail or email to the Chief Operating Officer or through our Australian and Global website. The complaint can also be lodged over the phone.

Mailing: GPO Box 2108 Sydney, NSW, 2001
Email: thpa@thp.org
Phone: 02 9222 9088
website for Australian complaints: https://thp.org.au/contact-us/

Once received, the complaint will be registered in the complaints handling system and the complaint will be acknowledged by the Chief Operating Officer.

The complaint may be escalated to the organisation’s CEO or Board if deemed appropriate by the Chief Operating Officer.

A written and verbal response will be made to the complainant in relation to the course of action to be taken.

Should this outcome not be satisfactory to the complainant and resolve the issue, an appeal can be made for review or the matter can be elevated to the Australian Council for International Affairs (ACFID).
Complaints can be lodged in any of the countries where The Hunger Project operates and has a presence. Contact details are listed below:

**ACFID**

Mailing: Private Bag 3 Deakin, ACT, 2600, Australia

Phone number: +61 2 6285 1819

Email: main@acid.asn.au

**Australian Office**

Mailing: GPO Box 2108 Sydney, NSW, 2001, Australia

Email: thpa@thp.org

Phone: +61 2 9222 9088

Website: [https://thp.org.au/contact](https://thp.org.au/contact)

**Global Office**

Mailing: Level 6, 110W 30th Street, New York, New York, 10001, USA

Email: info@thp.org

Phone: +1 212 251 9100

Website: [http://www.thp.org/who-we-are/contact-us/](http://www.thp.org/who-we-are/contact-us/)

**Bangladesh**

Mailing: 3/7 Asad Avenue Mohammadpur, Dhaka, 1207, Bangladesh

Email: infobd@thp.org

Phone: +880 2 8112 622

Website: [http://www.thp.org/our-work/where-we-work/bangladesh/contact-bangladesh/](http://www.thp.org/our-work/where-we-work/bangladesh/contact-bangladesh/)

**Benin**

Mailing: PO Box 1152, Cotonou, Benin

Phone: +229 21 30 56 11

Website: [http://www.thp.org/our-work/where-we-work/africa/benin/contact-benin/](http://www.thp.org/our-work/where-we-work/africa/benin/contact-benin/)
**Burkina Faso**
Mailing: 01 BP5653, Ouagadougou 01, Burkina Faso
Phone: +226 50 30 7110

**Canada**
Mailing: 17/5160 Explorer Drive Mississauga, ON, L4W, 4T7, Canada
Email: info@thehungerproject.ca
Phone: +1 416 429 0023
Website: [http://www.thp.org/our-work/where-we-work/canada/contact-canada/](http://www.thp.org/our-work/where-we-work/canada/contact-canada/)

**Ethiopia**
Mailing: PO Box 26238/1000, Addis Ababa, Ethiopia
Phone: +251 116 180 456
Website: [http://www.thp.org/our-work/where-we-work/africa/ethiopia/contact-ethiopia/](http://www.thp.org/our-work/where-we-work/africa/ethiopia/contact-ethiopia/)

**Germany**
Mailing: Das Hunger Projekt e.V., Sankt-Martin-Strabe 53 – 55, D-81669, Munchen, Germany
Email: info@das-hunger-projekt.de
Phone: +49 89 2000 34 700
Website: [https://das-hunger-projekt.de/kontakt/](https://das-hunger-projekt.de/kontakt/)

**Ghana**
Mailing: P.M.B. CT. 7 No C7/26A East Legon, Cantonments, Accra, Ghana
Phone: +233 302 544 365

**India**
Mailing: E-6/7, Vasant Vihar, New Delhi-110 057, India
Email: india.office@thp.org
Phone: +91 11 4051 9106
Website: [https://thpindia.org/contact-thp/](https://thpindia.org/contact-thp/)
**Malawi**

Mailing: Reynor Avenue, Shire Building Off Chipembere Hwy, Private Bag 665, Limbe Blantyre, Malawi

Phone: +265 1844 699

Website: [http://www.thp.org/our-work/where-we-work/africa/malawi/contact-malawi/](http://www.thp.org/our-work/where-we-work/africa/malawi/contact-malawi/)

**Mexico**

Mailing: Calle 17 No 101, San Pedro de los Pinos, Benito Juarez, Cp, 03800, Mexico DF

Email: mexico@thp.org

Phone: +52 55 5639 0942

Website: [https://thp.org.mx/contacto/](https://thp.org.mx/contacto/)

**Mozambique**

Mailing: Av. Amilcar Cabral, No 873 Vivenda, Maputo, Mozambique

Phone: +258 21 31 61 75


**The Netherlands**

Mailing: Arthur van Schendelstraat 500, 3511 MH Utrecht, The Netherlands

Email: info@thehungerproject.nl

Phone: +31 30 233 53 40

Website: [http://thehungerproject.nl/](http://thehungerproject.nl/)

**New Zealand**

Mailing: PO Box 10066 Dominion Road, Auckland 1446, New Zealand

Email: nzoffice@thp.org

Website: [https://www.thp.org.nz/contact-us](https://www.thp.org.nz/contact-us)

**Peru**

Mailing: Av Horatio Urteaga, Jesus Maria, Lima 11, Peru

Phone: +511 433 4906

Website: [http://www.thp.org/our-work/where-we-work/peru/contact-peru/](http://www.thp.org/our-work/where-we-work/peru/contact-peru/)
Senegal
Phone: +221 33 822 30 16
Website: http://www.thp.org/our-work/where-we-work/africa/senegal/contact-senegal/

Sweden
Mailing: Stiftelsen Hungerprojektet, Box 3258, 10365 Stockholm
Email: info@hungerprojektet.se
Phone: +46 8 735 23 30
Website: http://hungerprojektet.se/kontakt/kontakta-oss/

Switzerland
Mailing: Das Hunger Projekt Schweiz, Blumenweg 6B, CH-5300, Turgi, Switzerland
Email: alexandra.koch@hungerprojekt.ch
Phone: +41 44 586 68 34
Website: http://www.hungerprojekt.ch/en/contact

Uganda
Mailing: PO Box 26393 Kampala, Uganda
Phone: +256 414 232 060
Website: http://www.thp.org/our-work/where-we-work/africa/uganda/contact-uganda/

United Kingdom
Mailing: 1st Floor, Building 5, Chiswick Park, 566 Chiswick High Road, London, W4 5YF, United Kingdom
Email: sophie.noonan@thp.org
Phone: +44 07525 443068
Website: http://www.thehungerproject.org.uk/whoweare/contactus/