

FemiliPNG Australia (FPNGA) welcomes feedback, including complaints, because they help us improve and remain accountable. We will handle all complaints fairly, quickly, and respectfully.

1. Purpose of the policy

This policy explains how complaints can be made and how we respond.

2. Policy application

This policy applies all FemiliPNG Australia Personnel and Representatives.

3. Definitions

Personnel	A FemiliPNG Australia staff member, contractor, or volunteer
Representative	A FemiliPNG Australia Board member
Complaint	An implied or express statement of dissatisfaction where a response is sought, reasonable to expect or legally required. This complaint may be related to the actions, inactions, activities, or behaviours of FPNGA personnel, partner, or Board member.
Feedback	Feedback is a compliment, criticism, comment or suggestion where a response is not sought, or not reasonable to expect.

4. Policy Principles

Accountability: We will ensure that accountability for complaints handling is clear at all levels of the organisation. Actions and decisions taken in response to complaints will be documented, reported, and monitored to maintain transparency and trust with all stakeholders.

Accessibility: Our complaints process will be easy to find and understand. Information on how to make a complaint will be available on our website. All stakeholders, including vulnerable people, will be supported to raise concerns.

Confidentiality: Complaints will be treated discreetly and safely. We provide secure points of contact for stakeholders in Australia and Papua New Guinea, ensuring that complainants can raise concerns without fear of retaliation or harm.

Fairness: We are committed to handling all complaints impartially. Every complaint will be considered objectively, and decisions will be made based on facts, with respect for the rights of all parties involved.

Responsiveness: We will respond to complaints promptly and keep complainants informed of progress. Timely action is essential to maintain trust and to resolve issues effectively.

People-Focused Approach: We prioritise the needs of people affected by our work. Information about complaints procedures will be clear, culturally appropriate, and accessible. We will ensure that the process considers the needs of vulnerable, minority, and disadvantaged stakeholders.

Continuous Improvement: We will use the information from complaints to improve our policies, programs, and practices. Lessons learned will inform organisational learning and strengthen our accountability to stakeholders.

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5. Policy implementation

The information below is FemiliPNG Australia's (FPNGA) Complaints Handling Policy (POL-004), written in plain English for use on our website and for sharing with partners, the public, supporters, and other stakeholders.

How to make a Complaint

A complaint is when someone tells us they are unhappy or have concern and expects a response. This can be about something FPNGA staff, partners, or Board members have done, not done, or the way they acted.

Complaint em taim yu tokim mipela yu no amamas o gat wari na yu laik mipela helpim yu. Dispela inap long ol samting staff, partner, o Board memba i bin mekim o pasin bilong ol.

Make a complaint to FemiliPNG Australia

You can make a complaint to FemiliPNG Australia (FPNGA) in whichever way feels most comfortable for you.

Yu ken mekim complaint long FemiliPNG Australia (FPNGA) long rot we yu pilim i gutpela long yu.

Email	report@femilipngaus.org
Phone	+61 2 6183 6737
Website	https://femilipngaus.org/making-a-complaint/
Letter	FemiliPNG Australia, C/- Development Policy Centre, Australian National University 7 Liversidge St Acton ACT 2601 Australia
LinkedIn	https://www.linkedin.com/company/fpnga/
Facebook	https://www.facebook.com/femilipngaustalia/
Instagram	https://www.instagram.com/femilipngaustalia/

If you would feel more comfortable speaking with someone in Papua New Guinea, you can contact our partner organisation, Femili PNG, via email: info@femilipng.org.

Sapos yu laik tok wantaim wanpela man o meri long Papua Niugini, yu ken sendim email long partner bilong mipela, Femili PNG: info@femilipng.org.

Do I have to tell you who I am?

You can make a confidential complaint on our website, by writing a letter or sending an email. We will investigate all complaints made. If you make a complaint without giving your name and contact details, it may be harder for us to investigate and follow up because we won't be able to contact you for more information.

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Will my complaint be confidential?

FPNGA keep complaints confidential by:

- Only involving the staff or Board members who need to know about the complaint.
- Keeping your identity private.
- Storing information about the complaint in a secure place.
- Requiring everyone involved to keep information private.

Sometimes we cannot keep things confidential, for example:

- If the law requires us to share information.
- If another FPNGA policy requires it.

If this happens, we will explain to you what information will be shared, and why, before we share it.

Making a complaint about FemiliPNG Australia to someone else

Australian Charities and Not-for-Profits Commission (ACNC)

You can contact the ACNC if you have concerns about FPNGA's charity registration, provision of accurate information, use of funds, fraud or criminal activity, or failure to act in good faith in the charity's best interest.

<https://www.acnc.gov.au/raise-concern/concerns-about-charities/what-acnc-can-investigate>

Australian Council for International Development (ACFID)

You can contact ACFID if you have concerns that FPNGA may have breached ACFID's Code of Conduct.

www.acfid.asn.au/code-of-conduct/complaints-and-compliance-monitoring

What happens after I make a complaint to FemiliPNG Australia?

When we receive the complaint it will be recorded in our confidential Complaints Register.

We will try to handle all complaints as quickly as possible:

- We will begin to investigate your complaint within three working days of receiving it.
- If the complaint is about something very serious – for example child abuse, sexual assault or another crime, we will act immediately.
- If the complaint does not fall within the scope of this policy – for example complaints against an employee of another organisation or government department, we will refer the complaint to the appropriate body for follow up.

Within five working days, we'll contact you to explain what we are doing to investigate your complaint and how long it should take.

Most investigations will be complete within seven working days. If it takes longer, we will contact you to explain why, and tell you how long we think it will take.

Any complaints of serious misconduct will be reported to the FPNGA Board.

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Investigating the complaint

The investigation will be fair and respectful. We will:

1. Talk to you to make sure we fully understand the issue.
2. Review any relevant information such as emails, reports or notes.
3. Speak with anyone involved, including staff or witnesses.
4. Record the findings and share them with the right people inside FPNGA, and if needed, with the Board or other stakeholders.

During the investigation, FPNGA may get legal advice. We will follow all legal reporting requirements.

Complaints involving children or sexual exploitation, abuse or harassment will be handled according to Child Safeguarding Policy (POL-001) or Prevention of Sexual Exploitation, Abuse and Harassment Policy (POL-002).

After the investigation, we will tell you the outcome.

This might include:

- The complaint was **upheld** – we agree something went wrong and will take action to fix it.
- The issue has been **resolved** and we will explain how.
- **No further action** can be taken – we will explain why.
- **Next steps** – we will tell you about any options if you want to take it further.

If you require support following an incident, FPNGA commits to ensuring you receive the appropriate assistance and referrals – this might include medical, social, legal, and financial assistance, or referrals to such services.

If you are not happy with the outcome of the investigation

If you are not satisfied with how your complaint was handled, or the outcome of the investigation, you can ask for it to be reviewed by:

- Contacting the FPNGA Executive Director (report@femilipngaus.org)
- Contacting the Chair of the Board (chair@femilipngaus.org)

You also have the right to use legal processes (civil or criminal) if you want to take your complaint further.

What records of my complaint are kept?

A confidential Complaints Register includes the following information about the complaints we receive:

- Details of the complainant and the nature of the complaint.
- Date the complaint was made.
- The person/s who investigated the complaint and decided the outcome.
- What (if any) actions were taken.
- Date the complaint was closed, and reason for it being closed.
- Record of person making the complaint being notified of outcome.
- The response of the person who made the complaint, and any further action requested or taken.

The Complaints Register and all associated files will be confidential. If you ask us to, we can remove your name and any identifying details from our records unless we are required to keep them on file for legal reasons.

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6. Policy amendments

All policies are subject to review and endorsement by the FemiliPNG Australia Board. Suggestions about this policy are welcome and should be directed to Executive Director. Any amendments or changes to the Policy will be submitted to the Board for endorsement.

The CEO is responsible for maintaining this document, including updating confirmed changes, informing staff of the changes, and disseminating the latest version to all personnel.

This policy will be reviewed every three years, or as needed to meet governance obligations and/or changes in legislation.

7. Related documents

Document number	Document name
POL-001	Child Safeguarding Policy
POL-002	Prevention of Sexual Exploitation, Abuse and Harassment
TOOL-001	Code of Conduct

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