

Complaints Policy

Effective Date:	13/12/18
Date of Last Revision:	13/12/18
Version No.:	1.0
Administrator Responsible:	Brent Kirwan (Compliance Officer)
Approved by:	Michelle Winser (CEO)
Policy Contact:	brent.kirwan@destinyrescue.org
Next Review Date:	10/19
Applies To:	All Destiny Rescue Stakeholders

1. Purpose

- 1.1. Destiny Rescue is committed to listening to its stakeholders. As such Destiny Rescue implements in all its projects and funding nations a complaint handling process.
- 1.2. Destiny Rescue will ensure the complaints handling process is safe, confidential, fair, and prompt.

2. Scope

- 2.1. All Destiny Rescue stakeholders.

3. Policy Statement

- 3.1. Destiny Rescue will create appropriate avenues for its stakeholders to make complaints, including but not limited to:
 - 3.1.1. A dedicated complaints email.
- 3.2. Destiny Rescue will make this policy available on its website.
- 3.3. Each partner will appoint and Complaints Officer, who will be in charge of implementing this policy.

- 3.4. Destiny Rescue staff are encouraged to put more serious complaints in writing as well as meet with the Complaints Officer if they deem it necessary.
 - 3.4.1. In the event that a staff member is concerned about their anonymity, they should refer the Whistleblower Policy for guidance on reporting anonymously.
 - 3.4.2. Destiny Rescue staff may report complaints to their relevant supervisor.

4. Procedure

- 4.1. A Complaints and Concerns form will be made available upon request to aid in the below procedures.
- 4.2. Complaints will be handled in a timely manner.
 - 4.2.1. The Complaints Officer is expected to regularly check the complaints handling email address, and follow up all complaints with an appropriate investigation.
 - 4.2.2. Complaints made in person should be followed by an appropriate investigation.
 - 4.2.3. Destiny Rescue expects that the investigation process for a complaint will start not later than seven days after the complaint was initially made.
- 4.3. Complaints should be investigated thoroughly to assess their validity, Complaints Officers are expected to take all reasonable steps to ascertain if a complaint is valid. Steps to be taken include but are not limited to:
 - 4.3.1. Speaking with all involved parties.
 - 4.3.2. Speaking with relevant parties supervisors.
 - 4.3.3. Reviewing and past records or documents deemed relevant.
 - 4.3.4. Consulting with other relevant leadership.
- 4.4. Destiny Rescue staff complaints should be handled by the complainant's relevant supervisor in a manner that is appropriate for the complaint.
- 4.5. Where reasonable, complainants should be updated when a final decision or action is decided upon.
- 4.6. The CEO or DRI executive team should be made aware of complaints that could be detrimental to Destiny Rescue.
- 4.7. Complaints involving the Complaints Officer should be made to the CEO or relevant supervisor.

- 4.8. Complaints Officers or other investigators should ensure that a clear audit trail is maintained during their investigation.
- 4.9. Upon completion of the investigation a report should be filed with HR outlining:
 - 4.9.1. The complaint.
 - 4.9.2. All investigative steps that were taken.
 - 4.9.3. Whether or not the complaint was authentic.
 - 4.9.4. Actions steps taken or suggested, including remedial action as necessary.
 - 4.9.5. Suggested steps to prevent the issue from recurring.
- 4.10. Complaints should be filed and reviewed on an annual basis to determine if there are recurring issues or concerns.

5. Policy Review

- 5.1. This document may be changed from time to time in line with current best practice and other requirements, and to ensure that business needs are met. You will be consulted and advised of any changes as far in advance as possible of the change being made.
- 5.2. At minimum, this policy will be reviewed annually.

6. Further Assistance

- 6.1. For further assistance or clarification on this policy, please contact brent.kirwan@destinyrescue.org.

Version:	Author:	Revision Date:	Description of Change:	Approved by:
1.0	Brent Kirwan	13/12/18	Approval	Michelle Winser