



GLOBAL SCHOOL PARTNERS

Complaints Handling Policy



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www.globalschoolpartners.org.au

COMPLAINTS HANDLING POLICY - 2020



GLOBAL SCHOOL PARTNERS COMPLAINTS HANDLING POLICY

Global School Partners values and encourages all forms of feedback and complaints. We are committed to making communication with us as easy as possible: via written correspondence, email, telephone, verbally, anonymously or via a third party. To enable us to efficiently respond to your complaint we ask for as much information as possible about your concerns. If you are comfortable doing so, providing us with your name, address and details that we can contact you on, this will help us respond to your feedback or complaint. Where you wish to remain anonymous please just provide us the details outlining your concerns, so we can thoroughly investigate the situation and make any necessary improvements.

Your privacy is important to us.

We place great emphasis on secure IT systems to protect the information you provide to us and want to ensure that we're as transparent as possible in informing all our supporters how we capture data, store it and most importantly use it. Please refer to our Privacy policy for more details.

Receiving feedback from and responding to complaints from stakeholders is an important part of ensuring and improving Global School Partners' accountability. Global School Partners believes that any stakeholder has the right to raise a complaint, have that complaint addressed and receive a response for mistakes, wrongful actions or breaches of the codes to which Global School Partners subscribes. We understand that some complaints need to be kept confidential in order to safeguard those making or involved in the complaint. However, in some instances we might judge that the complainant will be better served if others are involved in the resolution of a complaint. Third parties will only be included in the resolution of confidential complaints on a case-by-case basis and with the agreement of the complainant.

The Complaints Handling Policy applies to Global School Partners' operations globally. Feedback or a complaint can be made by any supporter, partner organisation, community or individual with whom we work or any member of the public whether an individual, civil society organisation, government, company or other entity. We believe that all our stakeholders can help hold us to account and that their feedback and voice will improve the quality of our work. Global School Partners strives to excel in all that it does but recognises that this may not always be the case. When we make a mistake, we want and need to be informed. We will use the information to endeavour to put things right and to help us to become more effective. Global School Partners puts in place formal mechanisms to gather, monitor and act on feedback from beneficiaries and other key stakeholders. These mechanisms give beneficiaries and local communities a safe and non-threatening way to raise grievances and allegations of harm and have them responded to. An individual or group who expresses a grievance against Global School Partners will have his, her or their complaint investigated and acted on. These mechanisms include direct communication relating to GSP activities by school directors, GSP Program Officer and GSP CEO in forums such as each school's:

- parent and community committee meetings
- teacher meetings
- student leadership meetings
- informal gatherings

Noting that our schools exist to service their communities, and rely on this goodwill to continue operating, therefore it is in their interests to ensure that their students, teachers and community are satisfied with their offer and activities, including those provided by Global School Partners.

Global School Partners is committed to ensuring the accessibility and transparency of its Complaints Handling Policy, procedures and systems for making a complaint, across the breadth of our work. Everyone who makes a complaint to Global School Partners will be treated with courtesy and respect.



In return, Global School Partners expects people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff or behave abusively, Global School Partners reserves the right to cancel the complaint.

WHAT IS A COMPLAINT?

We define a complaint as an expression of dissatisfaction about the standards of service, actions or lack of action by Global School Partners or its staff, partners or anybody directly involved in the delivery of our work. It is a criticism that expects a reply and would like things to be changed.

Complaints could include, but are not limited to, the following:

- Concern about a donation you have made.
- Concern from someone we work with about the quality of program delivery.
- Concern from a member of the public or supporter about a particular fundraising approach or campaign.
- Concern about the behaviour of staff, volunteers or contractors.
- A complaint has to be about an action for which Global School Partners is responsible or is within our sphere of influence.

A complaint is not:

- A general query about Global School Partners' work.
- A request for information.
- A contractual dispute.
- A request to amend records e.g. to correct an address, cancel a donation.
- A request to unsubscribe from a Global School Partners 'service' e.g. a campaign newsletter or email.

This process does not replace Global School Partners own internal grievance and complaints processes and is separate from the complaints process made available to Global School Partners staff.

THE PROCESS

Global School Partners staff, volunteers, Board members and partners are trained to recognise and report all complaints.

A complaint, if communicated verbally or via a third party, will be submitted in writing by our staff, volunteers, Board members and partners to the CEO to be dealt with as per this policy. If the complaint is made in writing this will be forwarded to the CEO to be dealt with as per this policy.

Global School Partners staff, volunteers, Board members and partners (both in Australia and overseas) are aware that many of the people we work with are vulnerable and disadvantaged, therefore our staff and partner schools, particularly those involved in our activities overseas, are attuned to the specific needs of these people and with empathy, acknowledgement and cultural sensitivity will address each situation.

Specifically, our Program Officers, overseas School Directors and key school staff attend workshops when the CEO is in-country, with the aim of ensuring appropriate responses to any complaints. In addition, the multi-contact points for stakeholders that is in-built in our program ensures all stakeholders can air their issues.



The parties involved in the multi-contact chain are:

- School Directors
- School based mentors
- GSP Program Officer
- GSP-KC Executive
- GSP CEO

HOW TO MAKE A COMPLAINT

In Australia:

Phone: 1300 598 884 or 0407 104 159

Email: simon@globalschoolpartners.org.au or admin@globalschoolpartners.org.au

In Kenya:

Phone GSP Program Officer: 0705 834 784

Email GSP Program Officer: lonahmaiko@yahoo.com

Or

Phone GSP-KC Chairman: 0724 032 640

Email GSP-KC Chairman: semmongare14@gmail.com

HOW LONG WILL THE COMPLAINT PROCESS TAKE?

Global School Partners will endeavour to assess and respond to complaints in writing as quickly as possible (usually within two weeks). In the event that a complaint cannot be resolved within this timeframe the complainant will be informed about the progress made to date and when they can expect to receive a response. Complaints should be made within three months of the relevant incident. In exceptional circumstances, Global School Partners will seek to respond to a complaint that is older, although the passage of time may make it harder to resolve the complaint satisfactorily.

YOUR RIGHT TO APPEAL

If you have made a well-founded complaint and are unsatisfied with Global School Partners' response, then you have the right to appeal. If you judge your issue to be unsatisfactorily resolved, you may appeal to the Global School Partners Board Complaints Committee.

Contact with the Global School Partners Board Complaints Committee is via email:

complaints@globalschoolpartners.org.au

After an internal appeal, there is no further internal process, therefore you may escalate your complaint to the regulatory authority in your jurisdiction.



IF YOUR FEEDBACK IS ABOUT GLOBAL SCHOOL PARTNERS' COMPLIANCE WITH THE ACFID CODE OF CONDUCT:

Global School Partners is an ACFID member and a signatory to its Code of Conduct. A complaint can be made against any ACFID member when it is believed that they have breached the Code. There are no restrictions on who can initiate a complaint, although generally complaints must first be raised with Global School Partners prior to coming to the Code of Conduct Committee. If you are dissatisfied with the outcome of your complaint made to Global School Partners, and it relates to a breach in the ACFID Code of Conduct, please feel welcome to make a complaint to ACFID's Code of Conduct Committee. Details on how to make a complaint can be found here <https://acfid.asn.au/content/complaints>

HOW DO WE LEARN FROM COMPLAINTS?

We will log and monitor all complaints and results of such complaints and this information will be brought to the attention of the Global School Partners Board. This information will not necessarily be available to the public. The Board considers lessons learned and if appropriate, amend Global School Partners policies accordingly.



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