

Supporter compliments and complaints handling procedure on a page

Oxfam Australia seeks to ensure that our feedback handling processes are effective, safe, confidential and accessible to all stakeholders, irrespective of their gender, status or background and without prejudice to their future participation. We're committed to listening to our supporters, respecting their rights and reporting back to them about our work. For more information please refer to our recently updated <u>Supporter Charter</u>.

Information about our supporter feedback procedure is accessible on our website <u>here</u> and <u>here</u> while specific information regarding our privacy policy can be accessed <u>here</u>. Contact information for feedback and complaints is available on our website, and incorporated into all outgoing mail/email correspondence to our supporters. These include a contact telephone number, email addresses and our postal address. Information about where the privacy policy may be accessed is also included.

Oxfam Australia accepts supporter feedback via email, telephone, post and social media.

The Complaints and Compliments cases are reviewed regularly to ensure that there are no cases pending and that all issues have been appropriately resolved.

A complaint or compliment from a supporter is received via one of the channels listed above.

Supporter Services team member acknowledges the complaint and logs it in our database as a Complaint or Compliment case

The Supporter Services team member works with the supporter to identify a resolution to the complaint, orwhen required,
Supporter Services
consults the relevant
Oxfam Australia team for
additional information to
facilitate resolution.

A response is provided to supporter, usually within 48 hours of the feedback being received. If this is not possible, the supporter will be advised of the timeframe for resolution.

When the matter is resolved, the Complaints and Compliments case is closed

Due to the sensitivity, feedback regarding privacy is addressed via a slightly different procedure:

NB. Advice on making a complaint regarding an alleged Code breach is included in the annual report and available on the external website here

A privacy complaint is received





The Privacy Officer will review the issue, make contact with the supporter and work with them to resolve the issue.



Once the matter has been resolved to the satisfaction of the supporter, the result is logged in the database and the case is closed.