



## 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 [Supporter Charter](#).

Information about our supporter feedback procedure is accessible on our website [here](#) and [here](#) while specific information regarding our privacy policy can be accessed [here](#). 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.



### 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](#)

