



Supporter and Public Feedback and Complaints handling procedure

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 and members of the public, 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 and public 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. These include a contact telephone number, along with our email and postal address. Oxfam Australia is committed to using your information responsibly. You can read our Privacy Policy [here](#).

Oxfam Australia accepts supporter and public feedback via email, telephone, post, web, web chat 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](#)

