Complaints Policy

Projects of Promise is committed to being accountable for its actions and takes complaints seriously. If any person notices wrongdoing in the work of Projects of Promise in Australia or in its programs, they can report this confidentially and safely to Projects of Promise. This ensures that stakeholders are able to hold Projects of Promise to account for its actions or decisions through a complaints process where these can be queried and a response obtained.

Scope of policy
This policy is intended to apply to any complaint, regardless of who makes it. This could be a member of the general public, a beneficiary, a representative of Projects of Promise, or anyone else who is in contact with our work and the work of our in-country partners.

Projects of Promise regards a complaint as any expression of dissatisfaction about our organisation, our staff, our volunteers, our board, our in-country development partners, or anyone else acting on our behalf.

Publicising this policy
Projects of Promise has identified its Executive Officer and its Board Chairman on its website as points of contact for complaints. This includes the words 'We welcome feedback or complaints on our operations and conduct. Should you wish to provide feedback or complaints, please contact us by email, mail, or phone on the contact details below (which list the details of the Board Chairman and the Executive Officer). We will respond to your feedback or complaint.'

Complaint contact details for Projects of Promise are detailed on the Projects of Promise website and appear at the end of this policy document.

Volunteers, staff, and members of the Board are made aware of this complaints policy through their induction so that they understand the importance and scope of the policy.

Projects of Promise' in-country partners also have contact details listed on their websites. If they do not have a website, points of contact for complaints are available within their community. Projects of Promise' in-country partners are made aware of this policy when they begin their partnership with Projects of Promise. The importance of the policy is also reinforced throughout the partnership during visits by Projects of Promise representatives, and partners have regular meetings with project beneficiaries and stakeholders to encourage feedback and reporting of complaints.

Handling of complaints
When Projects of Promise receives a complaint, it registers this on the confidential Complaints Register. This Register includes date of receipt, summary, type of complaint, who received the complaint, process to deal with complaint, and complainant. The matter is first discussed on a personal basis with the complainant and the Executive Officer or Chairman of the Board to determine the magnitude of the complaint. If the complaint involves the Executive Officer or

Chairman of the Board, then the matter is raised with a senior Board official (eg Secretary or Treasurer).

If the issue cannot be resolved through discussion, the complaint is presented in written form and is then addressed at a meeting of the Board where a decision can be made. The person making the complaint is then advised by the Executive Officer and/or the Chairman of the Board, both verbally and in writing.
Projects of Promise reserves the right to intervene without notice should a situation arise which requires immediate investigation. In the event of a complaint requiring investigation, whether that complaint be in relation to a child protection, financial, or other matter, the Projects of Promise Board will appoint a suitably qualified person to undertake the investigation on its behalf. A report of the investigation is to be provided to the Projects of Promise Board, which will be responsible for determining any action to be taken and for providing a report to the Board. Where an investigation reveals criminal wrongdoing, the matter is reported to the relevant authority.

Timeframes
For complaints that are not resolved within 5 days, Projects of Promise will acknowledge the complaint either by telephone or in writing. If the complaint has not been resolved within 30 days, Projects of Promise contacts the complainant to update them on the progress of the complaint.

Confidentiality
Full confidentiality is assured in the complaints process, enabling staff, members of the Board, office holders or members of the public to report misconduct under conditions of confidentiality. Projects of Promise will not reveal the complainant's name or personal details to anyone outside the organisation without the complainant's permission.

Complaint Contact
To make a complaint to Projects of Promise contact:

Postal:	Projects of Promise 99 Tallawang Av Malua Bay New South Wales Australia 2536
Phone:	0421 611 993
Email:	carl.ginger@projectsofpromise.org
Board Chairperson:	Carl Ginger

Policy Review
November 2025, on change of legislation, or at the discretion of the Board of Projects of Promise.

Policy Version
1.0