

TITLE	Cabrini Outreach Complaints and Whistleblowing Policy and Procedure
TARGET AUDIENCE	Cabrini Outreach Personnel, Associates, Patients/Clients, communities
SCOPE	All Cabrini Outreach Departments and Services in Australia and Overseas

PURPOSE

Cabrini Outreach views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

The purpose of this document is to detail Cabrini Outreach’s policy, principles and procedures to ensure a fair complaints and whistleblowing procedure which is clear and easy to use for anyone wishing to make a complaint and protecting those who report wrongdoing.

DEFINITIONS

Complaint	A complaint is a legitimate or constructive expression of dissatisfaction about any aspect of Cabrini Outreach.
Whistleblowing	The disclosure by or for a witness, of actual or suspected wrongdoing in an organisation that reveals fraud, corruption, illegal activities, gross mismanagement, malpractice or any other serious wrongdoing.
Personnel:	Full time, part time or casual employees, volunteers and contractors.
Associates:	Visitors to international programs including media and supporters (for example, donors, sponsors, advocates, Board members and ambassadors).
Partners:	International organisations that Cabrini Outreach supports with funding and/or other resources.

POLICY

Cabrini Outreach commits to:

- Conduct its business at all times in a manner that is ethical, lawful, honest, proper and safe;
- Working actively to minimise the risk of operational wrongdoing;
- Continually monitor for evidence of wrongdoing.

PRINCIPLES

Within Australia, and elsewhere when appropriate, Cabrini Outreach adopts the procedures of Cabrini Health. In the international context, Cabrini Outreach establishes country-specific processes to ensure adherence to the policy while addressing considerations of vulnerability and culture.

As such, Cabrini Outreach maintains feedback, complaints and whistleblowing procedures that:

- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- Ensure all Cabrini Outreach personnel know what to do if a complaint is received;
- Ensure all complaints are investigated fairly and in a timely way;
- Ensure that complaints are, wherever possible, resolved and that relationships are repaired;
- Gather information which helps us to improve what we do;

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- Provide accessible, safe and confidential points of contact for internal and external stakeholders in each country in which we operate;
- Allow for allegations of wrongdoing, corruption, fraud, bribery or other financial impropriety. To this end both the Chair of the Mission Governance Committee and Chair of the Board are included amongst the possible points of contact;
- Allow for complaints alleging breach of the ACFID Code of Conduct and provide advice to complainants of the ability to make complaints to the ACFID Code of Conduct Committee.
- Take into consideration the needs of the most vulnerable and consider minority and disadvantaged stakeholders;
- Provide for prompt, firm, and fair corrective action where wrongdoing is identified
- Expressly prohibit penalties or retaliation against anyone who makes a complaint or assists in minimising wrongdoing, as long as they act in good faith, on reasonable grounds, and in accordance with the designated process.

PROCEDURE

1 Receiving Feedback

We encourage our supporters, program participants, local communities, partners, and other internal and external stakeholders, whether in Australia or abroad, to share their feedback with us, including any complaints or concerns.

Feedback about Cabrini Outreach’s services or programs, or any service or program delivered by our partners, can be communicated by:

- Speaking to a Cabrini Outreach staff member or volunteer;
- Speaking to a staff member or volunteer in Cabrini Outreach’s partner organisation;
- Contacting the service manager for Cabrini Outreach services in Australia, the PNG Country Representative for services in PNG or the Partnerships Manager for all other services.
- Completing the form available at www.cabrinioutreach.com.au/contact-us/ and specifying how preference for how follow-up contact should be made;
- Emailing us directly at cabrinioutreach@cabrini.com.au;
- Writing to the:
 - General Manager
 - Cabrini Outreach
 - 183 Wattletree Road
 - Malvern VICTORIA 3144
 - Australia

2 Assessing and Reviewing Feedback

We monitor feedback to learn from the experience of service users and incorporate their experience in improving our services and programs.

Where feedback is positive, it is shared with the staff and volunteers directly involved in service delivery.

Where a complaint or concern is raised, the feedback must be entered into the Complaints Register by the person receiving the complaint and the General Manager notified.

Where the complaint or concern involves a partner’s services, the General Manager will notify the partner’s chief executive (or equivalent).

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Any trends in feedback that indicate a systemic problem with service quality or an emerging risk to service users must be reported to the Group Director Mission and Cabrini Outreach.

3 Reporting and Escalating Complaints

All complaints and concerns are thoroughly investigated and acted on to improve the integrity of our programs and the safety of service users.

The General Manager is responsible for the investigation process.

The Group Director Mission and Cabrini Outreach must be notified of all serious complaints.

In the case of serious complaints of misconduct involving a Cabrini Outreach staff member or volunteer, particularly relating to fraud, sexual exploitation or abuse or other serious breach of the Cabrini Outreach Code of Conduct, the Cabrini Disciplinary Policy will be followed and the staff member or volunteer will be stood down while the investigation is undertaken.

In the case of serious complaints of misconduct involving a partner staff member or volunteer, the General Manager will monitor the investigation process undertaken by the partner organisation to ensure the process is fair, conducted in a timely manner and does not place the person making the complaint or other service users at risk.

Where the person registering the complaint or concern provides contact details, the General Manager we will provide a report of outcomes and actions taken within one month of receiving the complaint.

The General Manager Cabrini Outreach will notify ACFID of substantiated complaints that demonstrate a breach of the ACFID Code of Conduct.

4 Whistleblowing

Allegations of wrongdoing, corruption, fraud, bribery or other financial impropriety may be made directly to the Chairman of Cabrini Australia Limited. All allegations of this nature will be managed according to the Cabrini Whistleblowing Policy.

5 Alleged breaches to the ACFID Code of Conduct

Allegations of breaches to the ACFID Code of Conduct may be made directly to the Code of Conduct Committee and will follow the investigation procedure outlined on their website (see <https://acfid.asn.au/content/complaints>)

EVALUATION

This document will be evaluated and reviewed for content and changes to processes every two years.

REFERENCES and ASSOCIATED DOCUMENTS

Policies Procedures and Protocols

Cabrini Disciplinary Policy

Cabrini Whistleblowing Policy

Cabrini Outreach Code of Conduct

Key Legislation and Standards

ACFID Code of Conduct

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Executive Sponsor	Group Director Mission and Cabrini Outreach	
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