



Support Asian Women's Friendship Association Inc.

亞洲婦女聯誼協會

Empowering Women From Culturally and Linguistically Diverse (CALD) Backgrounds

SAWs Complaints Handling Procedure

SAWs is committed to handling complaints in a timely, accessible and responsive manner.

You are free to lodge a complaint with SAWs. You will not experience negative repercussions for lodging a complaint. You can make a complaint anonymously but if you do so, we will only be able to record it. We will not be able to reply.

You can lodge a complaint via our website: <https://www.sawsfriendship.org.au>

If you choose to make a complaint and identify yourself:

- Your complaint will be documented and logged in the SAWs Complaints Log.
- If you lodge your complaint in a language other than English, it will be translated to assist with this procedure.
- If the subject of your complaint is a person, the complaint will not be handled or translated by that person.
- We will acknowledge the complaint within 2 business days.
- We will also provide a timeframe regarding when you can expect to receive an initial response. We will continue to provide you with timeframes throughout the complaint resolution process.
- We will work with you to understand your desired outcome from lodging your complaint.
- We will assess whether the complaint you have lodged is in relation to something that is within our control. For example, if you have a complaint regarding the behaviour of one of our volunteers at a SAWs event, this is something we can address. If you have a complaint regarding the behaviour of a staff member belonging to a venue SAWs has hired, we may be able to pass your feedback on, but it is unlikely that any further resolution is within our control.
- After a complaint is assessed and/or investigated, SAWs will determine an outcome and communicate to you:
 - (a) the outcome of the complaint and any action taken;
 - (b) the reason/s for the outcome;

(c) the remedy, resolutions or fixes that have been put in place; and

(d) options for review of the outcome

- The outcome will be recorded in the SAWs Complaints Log.
- The SAWs Complaints Log will be reviewed by the Board at least annually.