

COMPLAINTS MANAGEMENT SYSTEM and PROCEDURE

When responding to complaints, staff should act in accordance with Medical Mission Aid (MMA)'s complaint handling procedures as well as any other internal documents providing guidance on the management of complaints, including the Complaints Handling Policy. Staff should also consider any relevant legislation (especially state or territory legislation) and/or regulations when responding to complaints and feedback.

There are five key stages in MMA's Complaint Management System.



Stage 1- Receipt of Complaints

MMA will record the complaint and its supporting information. The record of the complaint will document:

- the contact information of the person making a complaint,
- issues raised by the person making a complaint and the outcome/s they would like,
- any other relevant information and,
- any additional support the person making a complaint requires.

Stage 2: Acknowledgement of complaints

MMA will acknowledge receipt of each complaint promptly, and preferably within two working days.

Stage 3: Initial assessment and addressing of complaints

Initial assessment by ED (or delegated board member)

The ED (or delegated board member), after acknowledging receipt of the complaint, will confirm whether the issue/s raised in the complaint is/are within MMA's control. MMA will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

When determining how a complaint will be managed, MMA will consider:

- how serious, complicated or urgent the complaint is,
- whether the complaint raises concerns about people's health and safety,
- how the person making the complaint is being affected,
- the risks involved if resolution of the complaint is delayed, and
- whether a resolution requires the involvement of other organisations, such as the Australian Charities and Not-for-profit Commission (ACNC) or the police in cases of allegations of abuse.
- Please note MMA has a zero tolerance towards any kind of abuse by an MMA employee, volunteer, or contractor. If the complaint is a breach incident (real or suspected) of the Code of Conduct in this regard, it will be dealt with by referring the incident to the police and may result in immediate termination for the perpetrator.

Addressing complaints

After assessing the complaint, MMA will consider how to manage it. To manage a complaint MMA may:

- give the person making a complaint information or an explanation,
- gather information from the person or area that the complaint is about, or
- investigate the claims made in the complaint.

MMA will keep the person making the complaint up to date on the progress, particularly if there are any delays. MMA will also communicate the outcome of the complaint using the most appropriate medium. Actions MMA decide to take will be tailored to each case and take into account any statutory requirements.

If a complainant is unsatisfied with the outcome, MMA will provide information as to how a complaint may be made to ACNC if applicable.

Stage 4: Providing Reasons for Decisions

Following consideration of the complaint and any investigation into the issues raised, MMA will contact the person making the complaint and advise such person, having regard to the need to preserve confidentiality, of the following matters:

- the outcome of the complaint and any action taken,
- a summary of the reason/s for the decision,
- the remedy or resolution/s proposed or put in place, and
- any options for review that may be available to the complainant including an internal review, external review or appeal.
- their right to submit a complaint to an external body such as ACNC

Stage 5: Closing the complaint, record keeping, redress and review

MMA will keep comprehensive records about:

- how the complaint was managed,
- the outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations), and
- any outstanding actions that need to be followed up.

MMA will ensure that outcomes are properly implemented, monitored and reported to the board. Records of the complaint will be filed as confidential.

Continuous monitoring and improvement of the Complaint Management System

Medical Mission Aid are committed to improving the effectiveness and efficiency of our complaint management system. To this end, MMA will:

- monitor the complaint management system to ensure its effectiveness in responding to and resolving complaints,
- identify and correct deficiencies in the operation of the system.
- support the making and appropriate resolution of complaints,
- implement best practices in complaint handling,
- implement appropriate system changes arising out of analysis of complaints data and continual monitoring of the system.



MEDICAL MISSION AID (MMA) FEEDBACK /COMPLAINT FORM

MMA is committed to achieving our vision to see a sustainable improvement in the health of all people in vulnerable communities in developing countries We value your feedback – including complaints.

Please let us know what we do well and where we can improve as a development organisation.

Indicate your response below with an X.

This is a:	compliment		complaint		feedback	
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Section 1: Your details

Do you want to remain anonymous? (Indicate your response with an X)

yes		no	
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Personal details

First Name:	
Last Name:	
Address:	
Mobile number:	
Email address:	

Section 2: Please state your feedback/concerns

Please provide details of your main concerns, including what events led to making the complaint, compliment or feedback, approximate dates and who was involved.

Section 3: What action have you already taken in relation to this feedback?

Have you discussed your concerns with MMA or another agency or person for assistance with these concerns? (Indicate your response with an X)

Yes		No	
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If **yes**, with whom and what was the outcome?

Section 4: What outcomes would you like as a result of providing your feedback?

Section 5: Privacy

MMA is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating and responding.

MMA will only use your information in accordance with relevant privacy and other laws. In order for us to provide services to you effectively and efficiently, we may need to share your personal information with others.

If you choose to remain anonymous, MMA may be unable to deliver the full range of services you require.

If you wish to contact MMA who is responsible for managing the personal information that you provide on this form, please call 0410 696 037 or email mmaexd@gmail.com

Section 6: Declaration

Information provided is true and correct.

Signature:		Date:	
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Thank you for taking the time to provide feedback.