



COMPLAINTS HANDLING POLICY

1. OBJECTIVES

- a. BETTER (Building East Timor Through Education/ Resources) seeks to resolve difficulties and complaints in a prompt, impartial and just manner.

2. AUDIENCE AND APPLICABILITY

- a. All staff from BETTER (Building East Timor Through Education/ Resources) and any other partnering organisations staff and operations.
- b. All applicable members of BETTER (Building East Timor Through Education/ Resources), including, but not limited to, donors, members and recipients of care.
- c. All complainants reserve the right to request confidentiality of their complaint, however, they are still required to fulfill the requirements as per Clause 5.c.

3. CONTEXT

- a. BETTER (Building East Timor Through Education/ Resources) has legislated responsibilities and functions that ensure that activities by the organisation are efficient and effective. These are outlined in the company's policy documents, such as the Code of Conduct, and Constitution.
- b. BETTER (Building East Timor Through Education/ Resources) abides by all the necessary and applicable legislation regarding employee treatment, general operations and anti-discrimination as per the country of their operation.

4. RESPONSIBILITIES AND DELEGATIONS

- a. A nominated Complaints Officer will handle all initial incoming complaints, and is thus responsible for the effective management of suggestions, complaints and allegations.
- b. All staff are made aware of their responsibility to comply with the BETTER (Building East Timor Through Education/ Resources) Code of Conduct and Constitution, and act in a manner that facilitates and promotes a healthy and productive working environment.
- c. The following methods and parties will be utilised for complaints handling:
 - I. Upon initial receipt of a complaint or feedback, a Complaints Officer will establish contact within 5-10 working days in order to resolve any issues or grievances.
 - II. If a solution is not reached following 4.c.I the matter will be brought to the attention of the Founding Directors.
 - III. If a solution is not reached following 4.c.II, the matter will be brought to the attention of the board.



- IV. If a solution is not reached following 4.c.III, the matter will be referred to and handled by appropriate authorities in the country of its lodgment/receipt.
 - V. If a solution is found in Clauses 4.c.I - 4.c.IV, the matter will be considered resolved and a copy of the complaint and its processes will be kept on file.
 - d. Complaints will be recorded by the complaints officer and a summary will be presented to the Board of Directors for review on a quarterly basis, or closest Board meeting to that date.
 - e. Once reviewed by the Board of Directors, complaints will be published on our website (www.bettertimor.org) under the 'Get Involved' section.
5. MONITORING, EVALUATING AND REPORTING
- a. All executives, board members, officers, managers and applicable staff are responsible for monitoring the operation of this policy within their area of responsibility. Stakeholders will be introduced to the Complaints Handling process during their induction period and will be familiar with the process undertaken in their country of work.
 - b. All executives, board members, officers, managers and applicable staff are responsible for complying with the mandatory reporting requirements as outlined by this policy or any other supporting documentation produced by the organisation.
 - c. The following requirements must be fulfilled for each complaint:
 - i. Be in writing.
 - ii. Include the name and contact details of the complainant.
 - iii. Set out the basis of the complaint.
 - iv. Include all available supporting evidence.
 - d. Due to the nature of our work in East Timor and the rates of illiteracy, separate programs are developed to handle complaints. Quarterly meetings are arranged with beneficiaries in which any questions/concerns are raised and settled. Should this not provide an adequate forum for complaint, BETTER (Building East Timor Through Education/ Resources) employs a welfare officer who is responsible to meet with individual beneficiaries and relay any complaints to management.
 - e. In the event that clauses 5.c.I – 5.C.IV remain unfulfilled, or further information is not provided upon request, the organisation reserves the right to dismiss the complaint.
 - f. All complaints are to be kept on file, listing details as outlined in 5.c.I – 5.C.IV
6. CONTACT
- a. Complaints should be marked confidential emailed to hello@bettertimor.org