

# Complaints and Feedback Policy

|               |              |                      |            |
|---------------|--------------|----------------------|------------|
| Policy number | TP009        | Version              | 1.0        |
| Drafted by    | Ninos Hozaya | Approved by Board on | 02/02/2026 |

## 1. Purpose

- 1.1. Tawasul Foundation Incorporated ("the Association") is committed to maintaining high standards of governance, operational transparency, and community service. We welcome feedback, suggestions, and complaints as valuable opportunities to improve our operations and deliver effective support to refugees, newcomers, and CALD communities.
- 1.2. This policy outlines how members, clients, donors, and the public can provide feedback or raise a concern, and how we handle grievances in direct alignment with Part 3, Division 3 (Rules 25–29) of our Constitution.

## 2. Scope & Types of Feedback

This policy applies to:

- 2.1. General Feedback & Compliments: Everyday suggestions, inquiries, or positive feedback regarding our programs and staff.
- 2.2. Service Complaints: Concerns from service users, donors, or members of the public about our operations, facilities, or service delivery.
- 2.3. Internal Grievances & Member Disputes: Formal disputes covered under Rule 25 of the Constitution (e.g., disputes between a member and another member, a member and the Board, or a member and the Association).

Note on Disciplinary Matters: In accordance with Rule 25(2), if a matter is subject to a formal disciplinary procedure under Rule 19–24, the grievance procedure cannot be initiated until the disciplinary procedure is completed.

### 3. Feedback & Complaint Handling Process

We strive to handle all matters promptly, fairly, and confidentially.

3.1. Step 1: Submitting Your Complaint or Feedback - you can submit feedback or a complaint in writing to the Secretary or Board [info@tawasul.org.au](mailto:info@tawasul.org.au). Include your full name, contact details, a clear summary of the issue, and any supporting information.

3.2. Step 2: Informal & Direct Resolution (14 Days)

In accordance with Rule 26 of our Constitution, the parties to a dispute or complaint must first attempt to resolve the matter directly between themselves within 14 days of the issue coming to attention.

3.3. Step 3: Formal Mediation (If Unresolved)

If the matter cannot be resolved directly within 14 days, the issue will progress to formal mediation under Rules 27 and 28:

3.3.1. Appointment of Mediator: The parties must attempt to agree on a neutral mediator. If agreement cannot be reached:

3.3.1.1. For disputes between members, the Board appoints a mediator.

3.3.1.2. For disputes involving a Board member or the Association itself, a registered external mediator must be appointed.

3.3.2. Conflict Check: Under Rule 27(4), a mediator must not be appointed if they have a personal interest in the dispute or are biased in favor of or against any party.

3.3.3. Mediation Process: The mediator will give all parties every opportunity to be heard, ensure natural justice is accorded throughout, but will not impose a forced decision on the parties (Rule 28).

3.4. Step 4: Unresolved Disputes: If the mediation process under Rule 28 fails to resolve the complaint, the parties may seek to resolve the dispute in accordance with the *Associations Incorporation Reform Act 2012* (Vic) or otherwise at law (Rule 29).

## 4. Governing Principles

- 4.1. Fairness & Natural Justice: All complainants and respondents will be given a fair opportunity to present their case.
- 4.2. No Retaliation: Submitting a complaint will not negatively impact a member's rights or a client's access to our services.
- 4.3. Record Keeping: Confidential records of formal grievances and resolutions are maintained securely in accordance with Rule 70 and Rule 75.

## 5. Contact For Complaints

To submit formal feedback or a grievance, please address your correspondence to:

Tawasul Foundation Incorporated [info@tawasul.org.au](mailto:info@tawasul.org.au)

Postal Address: PO Box 2075 Roxburgh Park VIC 3064