

Complaints Handling Policy

1. Purpose

The purpose of this policy is to outline the procedures for handling complaints received by Vets Beyond Borders regarding our services, volunteers, or any aspect of our operations.

This policy ensures that complaints are managed efficiently, transparently, and with respect for all parties involved.

2. Scope of the policy

This policy applies to all complaints received by Vets Beyond Borders from donors, beneficiaries, volunteers, partner organisations, or any other stakeholders related to our operations.

3. Policy Statement

- 3.1. **Confidentiality:** All complaints will be handled with the utmost confidentiality. Information regarding the complaint will only be shared with individuals directly involved in the investigation and resolution process.
- 3.2. **Accessibility:** Vets Beyond Borders will ensure that the complaints handling process is accessible to all stakeholders. Complaints can be submitted via email, phone, or in person. Contact details for the Complaints Handling Officer (CHO) are at the end of this document.
- 3.3. **Acknowledgment:** Upon receipt of a complaint, the CHO will acknowledge receipt within 7 business days and provide an estimated timeline for resolution.
- 3.4. **Investigation:** The CHO will conduct a thorough investigation into the complaint, gathering relevant information from all parties involved. This may include interviews, document review, or any other necessary steps to understand the nature of the complaint.
- 3.5. **Resolution:** Once the investigation is complete, the CHO will work with relevant stakeholders to determine an appropriate resolution. This may involve corrective actions, or any other measures deemed necessary to address the complaint.

- 3.6. **Communication:** Throughout the complaints handling process, Vets Beyond Borders will keep the complainant informed of the progress and outcome of their complaint. Regular updates will be provided in a timely manner.
- 3.7. **Record Keeping:** All complaints and their resolutions will be documented and maintained by the CHO for 7 years. This information will be used to identify trends, improve our services, and prevent similar issues from arising in the future.
- 3.8. **Continuous Improvement:** Vets Beyond Borders is committed to learning from complaints and using feedback to improve our operations and services continually. Feedback received through the complaints handling process will be analysed, and appropriate actions will be taken to address any systemic issues identified.
- 3.9. **Elevating the complaint:** If a complainant is not satisfied with the response from Vets Beyond Borders, we invite them to raise a concern with the [Australian Charities and Not for Profits Commission \(ACNC\)](#).

4. Roles, responsibilities and delegations

ROLE	RESPONSIBILITY
Governance Committee Chair/Complaints Handling Officer	Responsible for receiving, documenting, investigating, and resolving complaints in accordance with this policy.

How to lodge a complaint:

Contact the Complaints Handling Officer by emailing admin@vetsbeyondborders.org, or writing to Vets Beyond Borders at PO Box 31 Molong NSW 2866 with a detailed description of your complaint.

5. Related documents and links

- Vets Beyond Borders [Code of Conduct](#)

6. Definitions

Complaint is defined as any expression of dissatisfaction or concern raised by a customer, client, or stakeholder regarding the products, services, or conduct of an organisation. Complaints typically highlight areas where the organisation's performance or behaviour has not met the expectations or standards of the complainant, and they warrant thorough investigation, resolution, and follow-up to ensure customer satisfaction and continuous improvement.

Volunteer means an individual who freely offers their time and services to Vets Beyond Borders without financial compensation.



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Partner Organisation means animal welfare, One Health, or Government Organisations who have been granted Partner Organisation status by the Programs Committee of Vets Beyond Borders.

Approved By	Board of Directors
Policy Owner	Governance Committee Chair
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