



# MARIST MISSION CENTRE MMC

## COMPLAINTS HANDLING POLICY

**Objective:** To incorporate feedback and complaints in an effective, collaborative manner into the activities, projects, and structures of the Marist Mission Centre (MMC).

**Scope:** This policy applies to all Trustees, staff, contractors, partners, agents and volunteers that operate under the auspices of Marist Mission Centre, or are beneficiaries of MMC work in countries where MMC operates. This policy is intended to apply to any complaint, regardless of who makes the complaint.

This policy is made available on the Marist Mission Centre website and in hard copy when requested. All Trustees, staff, contractors, partners, local people, agents and volunteers that operate under the auspices of Marist Mission Centre or are beneficiaries of MMC work are made aware of this policy by the MMC Website, MMC staff or through the local liaison person.

MMC operates in a collaborative manner, and seeks the informed and meaningful feedback internally and externally. At times, this feedback can take the form of a complaint. A complaint is the expression of dissatisfaction about the operations, interactions, practices and programs of MMC, as well as, the professional conduct of parties associated with MMC. A complaint may be submitted verbally, or in writing by any person to whom MMC projects and activities impact and/or affects either directly or indirectly. All forms of feedback, including complaints, are considered respectfully, and valued as meaningful ways to affect positive and continuous improvements to MMC.

Complaints can be made in any reasonable form, either verbally or in writing. Anonymous complaints can be received but their nature limits the ability of MMC to investigate and respond. Feedback and complaints can also be made via the MMC website.

Complaints, once received, will be responded to within five working days of the receipt of such complaints. For complaints that are not resolved within five days, the complaint will be acknowledged by MMC either by telephone or in writing. A time frame of thirty days for the complete resolution of complaints is set, with an obligation to update the complainant after thirty days if the complaint has not been resolved within this timeframe. Complaints will be considered closed once the complainant is satisfied with the resolution, or in the case of an unsatisfying resolution, the Advisory Committee of MMC, as the governing body of the grievance process, is satisfied with the outcome.

Complaints will be handled according to the severity of the complaints and the individual circumstances of the complaint. The response may range from direct verbal contact to a formal written response. All complaints will be presented to the Marist Missions Executive Officer, who decides on the action and response to complaints. For complaints involving the Executive Officer, the Advisory Committee shall direct and co-ordinate the action and response. For complaints involving the Advisory Committee, or if internal grievance procedures have been exhausted an external appeal can be made to the ACFID Code of Conduct Committee; the Human Rights and Equal Opportunity Commission; or a Court or Industrial Tribunal.

In all cases of complaints, confidentiality will be maintained at all times. MMC respects the privacy of the complainant and the nature of the feedback. MMC commits to providing appropriate assistance and referrals to complainants. A confidential grievance register will be kept to record complaint files, which will be reviewed annually by the Advisory Committee.

In cases where the complaint does not fall under this policy, e.g. concerns an incident relating to another organisation, MMC will assist the complainant in finding the correct method of complaint.

To make a complaint please contact:

Fr Paul Sullivan, MMC Executive Officer  
Ph.02 98442275  
Email: [admin@maristmissions.com](mailto:admin@maristmissions.com)  
Address: Locked Bag 5002  
GLADESVILLE NSW 1675  
AUSTRALIA

To contact our overseas partners:

Marist Asia Foundation (Marist Mission Ranong)  
Phone: (66) 077980009  
Email: [maristasiafoundation@gmail.com](mailto:maristasiafoundation@gmail.com)  
Address: PO BOX 45  
Ranong 85000 THAILAND

Balay Pasilungan  
Phone: (82) 282 1924  
Email: [balaypasilungan@yahoo.com](mailto:balaypasilungan@yahoo.com)  
Address: PO BOX 80539  
8000 Davao City PHILIPPINES

Marist Solidarity Cambodia  
Phone: (855) 12 688 032  
Email: [info@maristsolidaritycambodia.org](mailto:info@maristsolidaritycambodia.org)  
Address: Takhmao City, Kandal Province  
Phnom Penh, CAMBODIA

Balay Banaag Center  
Phone: 09103222047  
Email: [smsistersunitdavao@gmail.com](mailto:smsistersunitdavao@gmail.com)  
Address: Los Amigos, Tugbok District  
Davao City 8000 PHILIPPINES