

MANAGING YOUR COMPLAINTS & CONCERNS

St. Columban's Mission Society in Australia (the Society) aims to conduct its activities in a manner that is positive and life-giving for all participants. The Society acknowledges that from time-to-time participants may have reason to raise matters of concern.

The purpose of this fact sheet is to outline our processes for managing complaints from our supporters, those to whom we minister, and the wider public.

OUR Guiding Principles:

- All persons have a right to expect a high standard of service from the Society and a right to voice complaints.
- We welcome feedback and complaints as an opportunity to improve our ministry and programmes.
- We will take feedback and complaints seriously.
- We will aim to resolve complaints promptly and at the point of service if we can.
- Complaints will be handled fairly, objectively, and confidentially.
- No person will be adversely affected by making a complaint.
- Complaints help us to improve our services.

YOUR Responsibilities

To help us respond to your concern you need to:

- Work with us respectfully as we attempt to resolve the complaint.
- Provide us with a clear description of what went wrong for you and what you'd like to see happen.
- Provide all relevant information to us when the complaint is made.
- Be a little patient with us and understand that resolving complaints may take some time.
- Cooperate with us and understand that unreasonable conduct may lead to the complaint not being processed.

How to make a complaint

In the first instance, if you feel comfortable to do so, you can talk directly with the Columban priest or the employee with whom you have had your difficulty. That way it may be possible to manage your complaint quickly.

If the matter cannot be resolved that way you

may prefer to write to us at the address below or via our web page:

The Complaints Officer
Columban Mission Centre
P.O. Box 752, Niddrie Victoria 3042

All written complaints will be acknowledged promptly and treated confidentially.

You may also call us directly and ask to speak with our Complaints Officer on:

+61 3 9375 9475

You may also email us at:

Complaints@columban.org.au

If you have a concern about the safety or wellbeing of a child, young person or adult at risk you may contact our Safeguarding Coordinator directly at:

safeguarding@columban.org.au

Response timeframes

The time required to resolve a complaint depends on the complexity and nature of the complaint, as well as employee availability.

Receipt of a complaint will be acknowledged as soon as possible.

We will stay in touch with you and keep you informed until the complaint is resolved.

Other places to get Help & Support

St. Columban's Mission Society is a member of *Australian Catholic Safeguarding Limited*. ACSL can also assist you to make a complaint wherever you are located in Australia. You may report a concern to ACSL by going to:

<https://www.cpsltd.org.au/report-a-concern/>

More information on Our Complaint Policy

For more information on our complaint handling policy and for a list of other agencies that may be able to assist you please click here.

If you believe a crime has occurred or some one's safety is a risk, please call Police on '000'.

Are you a child or young person who would like to tell us something? Click here!