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## Fairtrade ANZ Complaints Handling Policy

### Introduction

1. Objective and purpose of the Complaints Handling Policy (the Policy)

Fairtrade Australia & New Zealand (Fairtrade ANZ) seeks to maintain its reputation as a not-for-profit company delivering high quality professional services. Fairtrade ANZ is also committed to maintaining its responsiveness to the needs and concerns of its licensees and the producers it supports.

The Policy is designed to provide guidance on the manner in which Fairtrade ANZ receives and handles complaints made against the organization and its employees.

The objective of the Policy is to assist the organization and employees in resolving complaints in an efficient, effective and professional manner.

2. What is a complaint?

The Policy is intended to address complaints made to Fairtrade ANZ. A complaint under this Policy is defined as an expression of dissatisfaction made to the organization, related to its services, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

Any person or organization (the complainant) who is dissatisfied with a service provided by the organization, for any reason, may contact Fairtrade ANZ to complain. A complaint may be oral or written. At times, complaints can be by way of negative feedback, which may not require a resolution or formal follow-up. While this type of feedback is valuable to the organization, the Policy does not apply to feedback of this nature.

### Guiding principles of effective complaints handling

Partners and employees should consider the following guiding principles of effective complaints handling:

Visibility	Our Complaints Handling Policy is available on the Fairtrade ANZ Website and also internally.
Accessibility	Our Complaints Handling Policy is readily accessible to all partners, employees and licensees. The Policy is easy to understand and includes details on making and resolving complaints.
Responsiveness	Receipt of each complaint is acknowledged to the complainant immediately. Complaints will be handled in an efficient and effective manner. Complainants will be treated courteously and kept informed of the progress of their complaint throughout the complaint-handling process.
Objectivity	Each complaint is addressed in an equitable, objective and unbiased manner through the complaints-handling process.
Charges	There will be no charge to the complainant for making a complaint.

Confidentiality	Personally identifiable information concerning the complainant is actively protected from disclosure unless the complainant expressly consents to disclosure.
Customer focused approach	All partners and employees of Fairtrade ANZ, including the members of the Board, the Chief Executive and the senior management team, are committed to efficient and fair resolution of complaints. We actively solicit feedback from our licensees and producer partners on a regular basis and acknowledge their right to complain.
Accountability	All partners and employees accept responsibility for effective complaints handling. The Chief Executive will ensure that, where appropriate, issues raised in the complaints handling process are reflected in partner and employee performance evaluation.
Continual	Our complaints handling process will be reviewed periodically, to enhance its efficient delivery of Improvement effective outcomes.

## Handling a complaint

### 1. How a complaint may be made

Where a complaint is about a particular engagement, service, partner or employee and the complainant is familiar with the engagement team working on the relevant matter, the complainant shall address his/her complaint to an appropriate member of that engagement team, orally, by letter or email. Where possible, complaints should be made in writing so that the details of the complaint are clear and complete. If the complainant is not sure to whom the complaint should be referred to, or if the complainant feels it is inappropriate to address the complaint to a member of the engagement team, the complaint shall be addressed to the Chief Executive Officer. The Chief Executive Officer can receive complaints from Australia, New Zealand or any other country in which Fairtrade ANZ may be operating:

Post: Chief Executive Officer  
Suite 312, 838 Collins Street  
Docklands VIC 3008

Phone: +61-3-9602 2225  
Email: [info@fairtrade.com.au](mailto:info@fairtrade.com.au)

### 2. What information is required when making a complaint?

When making a complaint, please provide the following information:

- Your name, position and contact details
- Your relationship with Fairtrade ANZ (i.e. the nature of your engagement with Fairtrade ANZ)
- Your contact person within Fairtrade ANZ
- The nature of the complaint (including when the conduct giving rise to the complaint occurred)
- Details of the Fairtrade ANZ partner or employee involved (if applicable)
- Copies of any documentation supporting the complaint

### 3. Assistance with making a complaint

If you need assistance in formulating or lodging a complaint, please contact a member of the engagement team working on your matter. If this is not appropriate, please contact the Chief Executive (contact details as provided above).

### 4. Acknowledgement of complaints

We are committed to acknowledging all complaints immediately upon receipt. Once a complaint has been received, we will undertake an initial review of the complaint and look to address it expeditiously.

### 5. Your rights during the complaint process

You have the right to enquire as to the status of your complaint by contacting the employee who has been identified to you as handling your complaint.

#### 6. Response to a complaint

Once we have reviewed your complaint, we will provide you with a written response. If you are dissatisfied with Fairtrade ANZ's response, you have the right to ask for reconsideration of the response by the Chief Executive. Such a request should be made in writing and forwarded by post, email or fax to the address provided above.

#### 7. Further action

If you are dissatisfied with the manner in which your complaint has been handled, you have a right to refer the matter to:

- mediation/arbitration
- the Commonwealth Ombudsman
- the Privacy Commissioner
- the Administrative Appeals Tribunal
- the Courts (see the Magistrates or Supreme Court in your area).

While you are free to use these methods at any time, we strongly recommend you use Fairtrade ANZ's internal review mechanisms before seeking independent assistance.

Please note that while we are committed to resolving complaints within 30 days whenever possible, external reviews will have their own timeframes.

Fairtrade ANZ is a member of the Australian Council for International Development Code in December and adheres to the ACFID Code of Conduct (<https://acfid.asn.au/code-ofconduct>). The ACFID code of conduct sets standards of good practice for the governance, management and accountability of not-government organisations and aims to improve international development outcomes and increased stakeholder trust by enhancing the transparency and accountability of signatory organisations. If you feel that Fairtrade ANZ is in breach of this code, you may make a complaint to the ACFID Code of Conduct Committee.

### **Our quality controls**

Complaints will be analyzed by the Chief Executive Officer for the identification of systemic or recurring problems. If such problems are identified, the organization will consider what actions it may need to take to address these problems.

The complaints handling process will be reviewed periodically to enhance its delivery of efficient and effective outcomes. This review will be performed by the Chief Executive Officer or an appropriate appointee. The organization will consider what actions it may need to take to address any deficiencies identified in the review.

Where appropriate, issues that arise as a result of the complaints handling process may be incorporated in the process for monitoring and evaluating employee performance.

Please contact the Chief Executive Officer if you have any comments or suggestions in respect of the contents of this Policy.

**Approved by Board:** 23 October 2014