



DOHA FEEDBACK AND COMPLAINTS HANDLING POLICY

1. Introduction

Door of Hope Australia Inc. (DOHA) values the voices of our supporters, partners, and the communities we serve.

We recognise that power imbalances exist in international development; therefore, we proactively seek feedback to ensure we remain accountable.

We view complaints not as failures, but as opportunities for organisational learning and improvement.

2. Scope

This policy applies to all feedback and complaints regarding DOHA's programs, staff, volunteers, partners, or contractors, whether in Australia or internationally.

Out of Scope: Internal staff grievances (handled via the HR Policy) or complaints against third-party organisations not affiliated with DOHA.

3. Underpinning Principles

- **Visibility and Accessibility:** We ensure that the right to complain is well-known. We provide multiple channels (verbal, written, digital) to ensure that language, literacy, or disability are not barriers to access.
- **Survivor-Centric Approach:** For complaints involving **Sexual Exploitation, Abuse, and Harassment (SEAH)** or **Child Abuse**, the safety, privacy, and wishes of the survivor are our primary concern.
- **Confidentiality:** Details are shared only on a "need-to-know" basis.
- **Responsiveness:** We aim for the "earliest possible resolution."
- **Objectivity:** Investigations are conducted by parties not involved in the original incident to ensure fairness.

4. How to Make a Complaint

Complaints can be made via:

- **Post:** 68 Brunel Road, Seaford VIC 3198
 - **Email:** Chairman (Bryan Grasby): bgrasby@doorofhope.com.au or Project Manager (Michelle Harry): mharry@doorofhope.com.au
- **Phone:** +61 3 9584 9531
- **Online:** Through the "Contact Us" form at www.doorofhopeaustralia.org/contact
- **In-Person:** To any DOHA staff member or partner representative in the field.

5. Managing the Process (Timelines)

DOHA commits to the following maximum timeframes:

1. **Acknowledgement:** Within 5 working days.
2. **Initial Review (Triage):** Within 15 working days.
3. **Investigation & Determination:** Within 30 working days.
4. **Appeals:** Within 30 working days of the appeal being lodged.

6. Triage and Escalation

All complaints are assessed for severity.

- **Low Impact:** Resolved immediately by field staff (e.g., minor program delays).
- **High Impact (Serious Incidents):** Issues involving financial wrongdoing, SEAH, or Child Safeguarding are escalated immediately to the Board and relevant authorities (including ACFID and DFAT where required).

7. Sexual Exploitation, Abuse, and Harassment (SEAH)

Complaints of a sexual nature are handled with extreme sensitivity:

- **Immediate Support:** DOHA will offer medical, legal, and psychological support referrals to the survivor immediately.
- **Anonymous Reporting:** We accept anonymous reports, though we acknowledge this may limit the depth of the investigation.
- **Safety:** We ensure it is safe for the survivor to remain in their community during and after the investigation.

8. Working with Partners

DOHA requires all partners to maintain their own complaints mechanism or use DOHA's. We will support partners to build their capacity in "child-friendly" and "disability-accessible" reporting tools.

9. Appeals and External Recourse

If a complainant is unsatisfied with DOHA's internal resolution, they may appeal to the Board. If still unsatisfied, they may contact:

ACFID Code of Conduct Committee:

Email: code@acfid.asn.au

Web: www.acfid.asn.au/complaints

10. Continuous Improvement

The Project Manager maintains a Complaints Register. On an annual basis, the Board reviews de-identified trends from this register to identify systemic issues and update policies, training, or program designs accordingly.

11. Policy Review

This policy is reviewed every two years to ensure it meets the evolving standards of the ACFID Code of Conduct.

Last Reviewed: 15th September 2026

Next Review: [Date + 2 Years]