

## **cbm NEW ZEALAND**

### **EXTERNAL COMPLAINTS POLICY**

#### **Background**

**cbm** New Zealand recognises the importance and value of listening and responding to concerns and complaints.

**cbm** New Zealand is committed to an effective complaints handling procedure that meets the needs and expectations and protects the rights of complainants and provides the mechanisms for complaints to be addressed in an efficient, fair and timely manner.

#### **Policy**

This policy covers external complaints about **cbm** New Zealand staff, contractors and volunteers or the organisation itself; and all **cbm** New Zealand partner organisations, programmes and other activities. The Policy excludes internal complaints such as complaints from staff against other staff.

The **cbm** New Zealand website, relevant communications and publicity material, will include the following details of how complaints can be made:

- Email to: [complaints@cbmi.org.nz](mailto:complaints@cbmi.org.nz)
- Mail to:  
CEO  
**cbm** New Zealand  
PO Box 303477, North Harbour, Auckland 0751
- Telephone +64 9 414 9405 and ask for the CEO
- Through a private and confidential interview with a senior **cbm** New Zealand staff member who will document the complaint and forward it immediately to the **cbm** New Zealand CEO

All complaints must be referred to the Chief Executive Officer who is responsible for the management and resolution of complaints unless the complaint is about the Chief Executive Officer in which case the Chair of the Board will manage the complaint.

All complaints must be recorded in the CRM database. A database query report of complaints will be conducted before each Audit and Finance Committee meeting and trends and issues presented to that Committee.

Complaints reasonably judged to be of a moderate or serious nature must be recorded on the Complaints Form (Appendix 1) and kept in a register in a secure place. Where the Chief



## **cbm NEW ZEALAND EXTERNAL COMPLAINTS POLICY**

Executive Officer considers the complaint serious enough and/or a risk to **cbm** New Zealand's reputation, the Chair of the Board will be informed.

Complainants must be informed that they will remain anonymous and that, if they give personal details, this will be in confidence and there will be no unfavourable or discriminatory treatment as a result of their complaint.

All complaints will be taken seriously.

All complaints will be acknowledged within three working days of receipt and responded to within 10 working days explaining what, if any action has been taken and the reasons. Where more time is needed, the complainant will be informed of this and the Chief Executive Officer will endeavour to resolve the complaint as soon as reasonably practical.

If the complainant is not satisfied with the resolution of the complaint by the Chief Executive Officer they can escalate the complaint to the Chair of the Board. If they are not satisfied with the resolution of the complaint by the Chair of the Board they must be informed that they can make a complaint to the New Zealand Council for International Development and be given advice and assistance to do this.

Complaints about **cbm** New Zealand's international partners *received directly to **cbm** New Zealand* will be dealt with as above, and also in conjunction with the Country Office and the CBM Federation Safety and Security Office. Complaints about **cbm** New Zealand international partners *received via the CBM-Federation* are dealt with via the CBM Federation Feedback and Reporting Mechanism.

### **Children**

**cbm** New Zealand is committed to maintaining the respect and dignity of children and to keep them safe.

Complaints from children may be dealt with in a different manner. A number of child friendly complaint handling techniques are suggested in Appendix 2.

### **General**

**cbm** New Zealand will use International Programme partners with robust complaints policies and procedures and we will take care to train our field partners to encourage, receive and handle complaints taking account of language issues and cultural sensitivities.

The Chief Executive Officer will provide a regular report to the Audit and Finance Committee on complaints received, resolution and any changes that have or need to be made to policies or operational practice.



**cbm NEW ZEALAND  
EXTERNAL COMPLAINTS POLICY**

**Approved:** Q2 2019

**Review Date:** Q2 2022

**Responsible Committee:** Audit and Finance



**cbm NEW ZEALAND  
EXTERNAL COMPLAINTS POLICY**

Appendix 1

**Complaints Record Form**

|   |  |
|---|--|
| <b>Date complaint received</b>  |  |
| <b>How complaint received</b><br>Email, letter, phone, face-to-face   |  |
| <b>Staff member/volunteer who received the complaint</b>  |  |
| <b>Is the complainant a child</b><br>If yes please also confirm you have read the the Guide to Child Friendly Complaint Handling Processes (see Appendix 2 of the External Complaints Policy) |  |
| <b>Personal details of complainant</b><br>Name, contact details. If the complainant wishes to remain anonymous, mark ANON but try and get contact details for feedback                        |  |
| <b>Type of complaint</b><br>Staff, volunteer, organisation as whole, specific project, general  |  |
| <b>Details of complaint</b><br>As much detail as possible about the complaint   |  |



**cbm NEW ZEALAND**  
**EXTERNAL COMPLAINTS POLICY**

|   |  |
|---|--|
| <b>How it was dealt with</b><br>Actions taken to manage the complaint   |  |
| <b>Outcome</b><br>What has happened as a result of the complaint  |  |
| <b>Sign off</b><br>Date complainant informed of outcome (keep copy on file)                                   |  |
| <b>Follow-up required:</b><br>Any action required as a result of the complaint.                               |  |
| <b>Escalation:</b><br>Was the complainant informed they could escalate this matter to the Board Chair or CID? |  |
| <b>Escalation to Board Chair:</b><br>Did complainant escalate this matter to the Board Chair?                 |  |
| <b>Escalation to CID:</b><br>Did complainant escalate this matter to CID?                                     |  |

**cbm NEW ZEALAND**  
**EXTERNAL COMPLAINTS POLICY**

Appendix 2

**Guide to Child Friendly Complaint Handling Processes**

There is a need for an approach, that allows children the means to appropriately voice a complaint and for **cbm** New Zealand to develop appropriate ways to listen, to be more responsive and accessible for children.

**GUIDELINES**

Children communicate in a different way to adults and need to know that:

- The complaint is treated with respect;
- The process is clear and accessible for children;
- The procedures are responsive and flexible; and
- There will be action taken.

The main elements of the child friendly mechanism is to facilitate access and response. Below are some suggestions that can assist this:

- Allow complaints to be made anonymously when complainant sends it through a friend or the beneficiary reference group;
- Children and young adults feel more comfortable with face-to-face complaints, and are heard by someone who is a respectful and patient person;
- Make sure the child or young person's comments are wanted and ensure a relaxed open environment;
- Make sure the person dealing with the child or young person's complaint is an active listener who is helpful, understanding and responsive;
- Make sure that you respond to the child or young person as soon as possible, even just to acknowledge receipt of the complaint;
- Give the child or young person the option to choose how and whether they will be kept informed of the progress of their complaint; and
- Let the child or young person choose how often they would like to be kept up to date.

**PARTNERS**

- Have a complaints officer who is appropriately trained to facilitate child friendly complaint handling procedures and to raise awareness with local community stakeholders and children of the procedures and how to implement them.
- Ensure the processes guarantees confidentiality of any complainant.