



DeMolay Australia Ltd ABN 27 618 445 444

COMPLEMENTS, FEEDBACK & COMPLAINTS POLICY

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Compliments

We're committed to providing a superior, genuine and personalised experience for our youth members and all involved with DeMolay Australia.

If you've had a good or positive experience with us, we'd love to hear about it.

Please send us an email to info@demolay.org.au and we'll pass on your compliments to those involved.

Feedback

If you have any feedback that can help us improve what we do, again we'd love to hear it.

Please send us an email to info@demolay.org.au.

Complaints

DeMolay Australia is committed to continuous improvement.

We take all complaints very seriously and are determined to resolve them quickly and professionally.

DeMolay Australia has an internal complaints resolution scheme which is detailed below and is designed to resolve any complaints you may have.

In the first instance, please approach the Chairman of the Chapter's Advisory Council to resolve the issue locally.

If that does not resolve the issue to your satisfaction, or is not appropriate, please follow the following process.

Anonymous complaints will be accepted provided enough detail is provided to allow a fair and equitable investigation. Complaints will be treated as confidentially as possible whilst again allowing a fair and equitable investigation.

These specific forms are available at <https://www.demolay.org.au/policies-forms-and-other-documents/>:

- Child Abuse Report Form;
- Child Protection & Youth Management Strategy Violation Report Form; and
- Incident Report Form.

If these forms are not suitable, please email your complaint to info@demolay.org.au setting out in detail the cause of your concerns and, if appropriate, the actions you require us to take to resolve your complaint.

In the first instance, your complaint will be investigated by the Executive Director, DeMolay Australia Ltd (or by the Chairman of the Board of DeMolay Australia Ltd if the complaint is about the Executive Director).

That person will decide the appropriate course of action based on the information provided and their investigations. In some cases, it may be necessary to involve the appropriate authorities and / or external investigators.

In all cases, we will respond to you within seven (7) days outlining the steps we will take to address your complaint including a timeframe for final resolution where that is able or appropriate to be determined.

There is no external dispute resolution process.