

Public Complaints Handling Procedures for Clients

Africa Inland Mission Ltd. (AIM Ltd.) and associated entities in the Asia-Pacific Region are committed to efficient, effective and ethical programs and services that serve our clients. This policy relates to Africa Inland Mission Ltd. and associated entities: Africa Inland Mission International Hong Kong Committee (transitioning to Africa Inland Mission International (Hong Kong) Limited. and Africa Inland Mission International New Zealand.

Clients, including our partner churches in the Asia-Pacific, financial supporters and beneficiaries of services and programs in Australia, the Asia-Pacific, Africa and other areas of service are entitled to make complaints. A complaint is an expressed concern from a client about the standard of service or conduct offered:

- by AIM Ltd. in Australia and AIM in the Asia-Pacific, including Hong Kong and New Zealand.
- by our workers and volunteers in the Asia-Pacific, Africa, and any other location of service.
- by our third-party or partner organisations including AIM International, and Global Development Group.

This does not include complaints by board members, staff, volunteers or workers. These can be made using the *Whistleblower process* or *Grievance process*.

Complaints can be made by one of the following methods:

Email to: In Australia: director.au@aimint.org; or In Hong Kong: director.hk@aimint.org or In New Zealand: director.nz@aimint.org

Letter to: Director, Africa Inland Mission Ltd. PO Box 328, Gosford, NSW 2250. or

Phone: 02 4322 4777 or + 61 2 4322 4777.

If necessary, complaints can be made anonymously, or using a pseudonym. The five key stages in our complaint management system are set out below:



All complaints will be acknowledged and information recorded, including:

- Contact information of the person making a complaint and the date received.
- Issues raised by the person making a complaint and the outcome/s they want.
- Any other relevant information, and
- Any additional support the person making a complaint requires.

Complaints will be assessed, and as necessary, investigated, and complainants advised of the outcome.

end.