

CUSTOMERS COMPLAINTS POLICY

PURPOSE

1. Prisoners Aid Association of NSW Inc (**PAA**) is committed to providing high-quality products and services to our customers and clients. We value feedback and view complaints as an opportunity to improve our performance and this policy will be provided on our public website.

GUIDING PRINCIPLES

2. At PAA, we aim to be:
 - a. Customer-focused: We actively seek and value customer feedback to enhance our products, services, and processes.
 - b. Accessible: Our complaints process is easy to access and free.
 - c. Responsive: We acknowledge and address complaints promptly and courteously.
 - d. Fair: Complaints are addressed in an equitable, fair, and unbiased manner.
 - e. Confidential: Personal information related to complaints is kept confidential and only used for addressing the complaint.

DEFINITION OF A COMPLAINT

3. An inquiry will be a customer complaint if:
 - a. The complainant is about dissatisfaction with a service or action of PAA or its workers;
 - b. The complainant is directly affected by a service or action; and
 - c. An outcome is sought by the complainant.
4. An inquiry will not be a complaint if the person making the inquiry is:
 - a. Requesting more information;
 - b. Requesting a change in services or requesting a new service;
 - c. Making a suggestion for improving PAA's services without any expectation of an outcome;
 - d. Providing positive or neutral feedback on PAA's performance;
 - e. Not directly affected by a decision or action of PAA;
 - f. Providing information (for example, reporting an incident); or
 - g. Reporting a grievance (which is covered by our internal dispute resolution policy).

LODGING A COMPLAINT

5. Customers, clients and other stakeholders of PAA can lodge complaints through the following channels:
 - a. In person at 10/29 Bridge Rd, Stanmore NSW 2048.
 - b. By phone: 02 9666 5927.
 - c. By email: info@prisonersaidnsw.org.
 - d. By mail: PO BOX 19 Westgate NSW 2048.
6. We will provide assistance to any person who requires help in formulating or lodging their complaint if they contact us first via the in person, phone or email options above.
7. PAA will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.
8. PAA will accept anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided.

COMPLAINT HANDLING PROCESS

9. When a complaint has been made to PAA, the following process will take place:

Within 24 Hours	The complaint will be logged onto our centralised complaint management system and PAA will acknowledge receipt of the complaint. Where possible, complaints will be resolved at this first point of contact and PAA staff are encouraged to take ownership of resolving the complaint.
Within 2 Business days	The complaint will be assessed to determine the appropriate investigation process and priority for investigation and resolution.
Between 2 and 10 Business Days	The complaint will be investigated by PAA.
Between 7 and 10 Business Days	A response will be provided to the complainant depending on the severity and priority of the complaint. For complex matters requiring a longer timeframe, we will keep the complainant informed of progress.
Within One Month	PAA will work to resolve the complaint to the complainant's satisfaction.
Following One Month	The complaint will be closed, and if the complainant is dissatisfied with the outcome, they may request an internal review.

EXTERNAL REVIEW

10. If a complainant remains dissatisfied after exhausting our internal review processes, they have the right to raise a concern through the Australian Charities and Not-for-profits Commission (ACNC) at <https://www.acnc.gov.au/raise-concern>.

POLICY REVIEW

11. This policy will be reviewed for minor changes by Management and triennially by the Board, or sooner in response to legislative changes or emerging best practices.

Review Date	Review Manager	Review Purpose	Changes Made	Board Approval (triennial)
April 2025	Board Secretary	New Policy	New Policy	30 April 2025