

## About this complaints policy

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At Gidget Foundation Australia ABN 52 160 202 960 (**Gidget, we, our, us**), we value and respect feedback.

We have prepared this policy to allow our suppliers, customers and clients the opportunity to raise genuine concerns about how we operate and provide services. This policy also provides information about how we handle complaints and how you can contact us if you have any concerns.

We are committed to maintaining an environment in which our clients, directors, employees, volunteers and contractors are able to report instances of undesirable, unlawful or unethical conduct without fear of intimidation or reprisal. The policy applies to all our directors, employees, volunteers, contractors and contractors' employees. Other interested parties, such as our auditors and consultants, if they so wish, are also encouraged to follow this policy if they wish to report any unacceptable conduct.

The aim of this policy is to monitor and review arrangements employees, clients and other interested parties can use, in confidence, to raise concerns about possible improprieties about any matters, and to review and make recommendations to the Board as appropriate in consultation with the CEO and Company Secretary on the amendments or changes to such policies and arrangements.

There should be proper arrangements in place to ensure that fair and independent investigation of these matters is undertaken with appropriate follow-up action as necessary.

To achieve this, we will endeavour to increase the awareness of maintaining good corporate governance practices and have proper arrangements in place:

- to provide employees, contractors and volunteers, with a supportive working environment in which he or she feels able to raise issues of legitimate concern to them and to us;
- to provide clients with a supportive environment in which they feel able to raise issues of legitimate concern to them and us;
- which can be used by an employee, client and other interested parties, in confidence, to raise concerns about any unacceptable conduct;
- to protect people who report unacceptable conduct in good faith;
- to allow fair and independent investigation of the matters reported and to ensure appropriate follow-up actions; and
- to allow the detection of unacceptable conduct and addressing it.

Unacceptable conduct covered by this policy includes any conduct which:

- any possible improprieties in financial reporting, clinical governance, culture, internal control or other matters including but not limited to the administration of this policy or the Whistleblower Standard;
- is dishonest, fraudulent or corrupt such as falsification of records, contracts or data, questionable or improper conduct or other unacceptable clinical behaviour;

- is illegal, such as theft, violence (actual or threatened), harassment or intimidation, criminal damage to property or other breaches of any law or regulatory requirements in Australia or any other jurisdictions in which we operate;
- is unethical, such as discrimination, oppression, actions causing substantial damage to the environment or acts in breach of the Code of Conduct;
- is potentially damaging to employees or other persons such as unsafe work practices or substantial wasting of resources;
- may cause financial loss to Gidget or damage our reputation or be otherwise detrimental to our interests, or
- involves any other kind of serious malpractice or impropriety.

## How can you make a complaint?

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You can contact us using the contact details at the bottom of this policy if you have any concerns that you believe need to be raised or made known to us.

We will respond to let you know who will be handling your matter and when you can expect a further response. We may request additional details from you regarding your concern, and we may need to engage or consult with other parties to investigate and deal with your issue. We will keep records of your request and any resolution.

If you are not satisfied with the manner in which we have dealt with your complaint or you have concerns about raising a complaint, you may request that your complaint is raised directly with the Gidget Foundation Australia board of directors. A member of the board will respond to let you know that they have received your complaint and when you can expect a further response.

## Complaints review

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The Board of Directors receive a regular report of complaints received and resolved from the Chief Executive Officer.

## Policy review

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From time to time, we may review and update this policy. All information will be collected and handled by us in accordance with the most recently updated policy.

## How to contact us

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If you have any questions or comments about this policy, please don't hesitate to contact us as follows:

Contact: Board of Directors  
Address: 34A McLaren Street, North Sydney, NSW, 2060  
Email: [complaints@gidgetfoundation.org.au](mailto:complaints@gidgetfoundation.org.au)  
Phone: (02) 9460 1550

**Gidget Foundation Australia ABN 52 160 202 960**

## Review and approval

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This policy is regularly reviewed and approved by the Board.

This policy was last reviewed and approved by the Board on 6 December 2018.