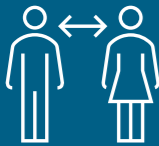


# HOW TO MAKE A COMPLAINT

## Who you can complain to:

### 1. Direct to Act for Peace



#### In person:

- By speaking to an Act for Peace staff member.



#### By email:

- Our dedicated complaints email address: [complaints@actforpeace.org.au](mailto:complaints@actforpeace.org.au)
- Our Head of Operations: [tkeys@actforpeace.org.au](mailto:tkeys@actforpeace.org.au)
- Our CEO: [jcousens@actforpeace.org.au](mailto:jcousens@actforpeace.org.au)
- Your Act for Peace focal point.



#### By digital communications mechanisms:

- Skype
- Whatsapp
- Other (that you regularly use to contact your Act for Peace focal point).



#### By letter:

- Using the Act for Peace Complaints Form.



#### By phone:

- Contacting your Act for Peace focal point.
- The Head of Operations on (+61)(02)82590800

### 2. Via Stopline



#### By email:

- [actforpeace@stopline.com.au](mailto:actforpeace@stopline.com.au)



#### By online web-based form:

- [actforpeace.stoplinereport.com](http://actforpeace.stoplinereport.com)



#### By letter:

- Act for Peace, c/o Stopline, PO Box 403, Diamond Creek, VIC 3089, Australia



#### By phone:

- Australia: 1300 30 45 50
- International: +61 3 9811 3275

Stopline is an **external** complaints and whistleblowing service engaged by Act for Peace to support safe handling of complaints and investigations.

If you call Stopline, you will speak with a Stopline employee.

You can choose to be anonymous.

Translation services are available.

STOPLINE

## When to complain:



As soon as possible after you become aware of the concern.

- NOTE: Act for Peace will not accept a complaint more than six months after the alleged incident, except in exceptional circumstances and then only in cases of allegations of abuse, exploitation, fraud, gross misconduct or malpractice.

## Minimum information required when lodging your complaint:



### Be sure to include:

- Details about your concern;
- Name;
- Address;
- Contact telephone number (so that we can contact you if we require further information); and
- How you would like your complaint to be resolved (where possible).

- NOTE: if you wish to remain anonymous please lodge your complaint via Stopline

## Act for Peace's commitment to you (the complainant):

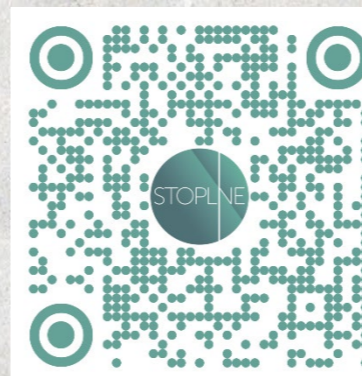


- You will be contacted within five working days to confirm receipt of your complaint
- We will aim to investigate your complaint within one month of receipt. You will be advised (where possible) of any changes to this timeframe if more time is required.
- We will treat you courteously and keep you updated on the progress of your complaint through the complaints-handling process.
- Ensure trained personnel investigate allegations concerning child safeguarding, sexual exploitation and abuse.

## More information:



For more information, please refer to the Act for Peace Complaints and Whistleblowing policies which can be downloaded from our website: [actforpeace.org.au/policies](http://actforpeace.org.au/policies)



This QR code will take you to the Stopline webform used to make online reports.