

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
- Our Head of Operations: tkeys@actforpeace.org.au
- Our CEO: ebuol@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



By online web-based form:

- 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

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:



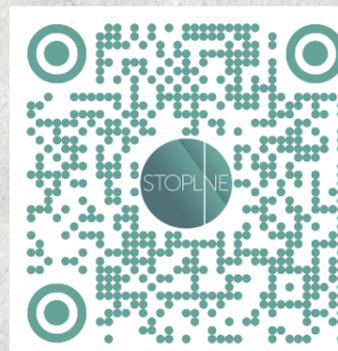
For more information, please refer to the Act for Peace Complaints and Whistleblowing policies which can be downloaded from our website: actforpeace.org.au/policies

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.



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