



LIFE ETERNAL TRUST AUSTRALIA MANAGEMENT SYSTEMS MANUAL

COMPLAINT MANAGEMENT POLICY

LETA is committed to ensure that any person, group of persons or organisation that interacts with or is affected by the activities of LETA, has right to lodge a complaint and have their concerns addressed in a fair and equitable manner.

LETA will implement a simple and easy to access complaint management procedures that treats the complainant with respect and protects the privacy of the complainant. The complaint management procedure will handle the complaint by thoroughly investigating the cause of the complaint in an open and transparent manner and inform the complainant of the decisions made and the basis of the decision.

LETA will address the underlying cause of the complaint to ensure that similar complaints are not repeated in future.

A complaint can be made verbally or in writing to a National Councillor who must promptly escalate the complaint to the attention of the LETA Trustees by
Email: life.eternal.trust.australia@gmail.com

OR

The National Legal Compliance Coordinator, Ms Sue Nickson. Email: sue.nickson@yahoo.com.au Phone: 0401 121 350

Complaints without proper evidence or further information and anonymous complaints will be treated the same as other complaints but in some circumstances it would limit the investigation and may not fully address the cause of complaint.

The National Councillor must inform the complainant about the receipt of the complaint (and after communication from the Trustees or National Legal Compliance Coordinator) what steps will be taken to address the complaint or to investigate the reasons behind the complaint including an expected time frame for resolving the complaint. All attempts should be made for any complaint to be investigated and resolved in 20 days from the date of receipt.

LETA will keep documented records of complaint which will include following information:

Date of complaint

Nature and details of complaint

Result of investigation

Resolution and basis of decision

Notification to the complainant
 All correspondence and emails relating to the complaint

If the complainant is not satisfied with the outcome, he/she may escalate the complaint to the Australian Charities & Not-for-Profits Commission.

Signed

Director / National Coordinator Date:/...../.....



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COMPLAINT MANAGEMENT PROCEDURE

No.	Procedure	Actions	Accountability	Responsibility	When
1	Complaint Lodgement	<ol style="list-style-type: none"> Anyone can lodge a complaint about conduct of LETA activities, conduct of LETA volunteers, conduct of LETA's office bearers, about facilities, LETA premises or any other nature that relates to LETA's activities Any complaint, must be lodged by the person who is aggrieved A complaint can be lodged in writing, by email or verbally to the National Legal Compliance Coordinator, Ms Sue Nickson. Email: sue.nickson@yahoo.com.au Phone: 0401 121 350 <u>with a CC to a National Councillor</u> who will promptly advise the details to the LETA Trustees, Email: life.eternal.trust.australia@gmail.com and the National Legal Compliance Coordinator The complainant must provide the evidence or basis of the complaint, time and venue of the incident, if any, and the person(s) against whom the complaint is lodged (if applicable) Anonymous complaints provided in writing can also be lodged by email or in writing 	LETA Trustees National Legal Compliance Coordinator National Councillor Complainant Volunteers	National Councillor Complainant Volunteers	As and when required
2	Complaint investigation	<ol style="list-style-type: none"> LETA Trustees OR the National Legal Compliance Coordinator to investigate the complaint and gather facts and evidence LETA Trustees OR the National Legal Compliance Coordinator to keep the complainant informed about the progress of the complaint investigation If applicable, LETA Trustees OR the National Legal Compliance Coordinator to inform the person(s) against whom the complaint is made and ask them to respond by providing all the details leading to the incident and any evidence they may want to present in their defence 	LETA Trustees National Legal Compliance Coordinator	LETA Trustees National Legal Compliance Coordinator	After receiving a complaint

		<ol style="list-style-type: none"> 4. LETA Trustees OR the National Legal Compliance Coordinator investigation will consider facts and evidence presented by all parties before making a decision if the complaint is valid or otherwise 5. LETA Trustees OR the National Legal Compliance Coordinator to consider what steps should be taken to avoid the similar complaint in future 6. LETA Trustees OR the National Legal Compliance Coordinator to reach a conclusion about the resolution of the complaint, and the basis of such resolution. 7. LETA Trustees OR the National Legal Compliance Coordinator to consider if any disciplinary action is warranted 8. All complaint investigation correspondence and discussions are to be documented and kept 	Complainant		
3	Complaint Resolution	<ol style="list-style-type: none"> 1. LETA Trustees OR the National Legal Compliance Coordinator will advise the National Councillor of the outcome of the investigation 2. The National Legal Compliance Coordinator to inform the complainant about the resolution of complaint either in person or in writing as considered best 3. LETA Trustees OR the National Legal Compliance Coordinator will provide advice on the basis of the complaint resolution to the complainant 4. LETA Trustees OR the National Legal Compliance Coordinator to advise the complainant about any corrective or disciplinary action taken in course of resolving the complaint 5. Complainant can escalate the complaint to appropriate forum if not satisfied. 6. The National Legal Compliance Coordinator will advise the National Coordinator of the outcome of the investigation 	<p>LETA Trustees</p> <p>National Legal Compliance Coordinator</p> <p>National Coordinator</p> <p>National Councillor</p> <p>Complainant</p>	<p>LETA Trustees</p> <p>National Legal Compliance Coordinator</p> <p>National Coordinator</p> <p>National Councillor</p> <p>Complainant</p>	After complaint investigation

Email Security:

To further secure access to our shared information via our email database LETA will arrange and conduct an annual review of the Sahaja Collective Email Database working with the designated administrators of the information technology systems which administer the email database.

- Each year an attestation Email will be sent to each contact within the Sahaja Collective Email Database with a verification email to be returned by the contact about the local Collective they are participating in and confirming their status as active and participating members of the Sahaja Yoga collective
- This will provide a process of verification of identity of the database as a crucial step in the maintenance of our records