



The Dignity Project – **Complaints and grievances policy**

The Dignity Project (TDP) values and respects the contributions, voices and rights of all people and is guided by TDP values of dignity, compassion, inclusivity and efficacy. TDP operates strictly in accordance with relevant Australian laws and regulations and those in project countries.

TDP acknowledges that there may arise situations or occasions for people to raise concerns with the TDP board and the following policy provides guidelines for complaints and grievances. TDP will only consider complaints or grievances that relate directly to its staff, board members, volunteers or visitors introduced by TDP to projects or events in India. Complaints or grievances may come from board members, volunteers or contributors to its projects or events from Australia or members of communities supported by TDP.

Complaints or grievances should be submitted in writing addressed to the TDP secretary via email (secretary@thedignityproject.com.au) or via the registered postal address at 4 Greenhills Rd, Kuranda QLD 4881, Australia. Anonymous complaints or grievances can be sent to the registered postal address. Complaints or grievances can also be made in-person to the secretary and one other TDP board member at an agreed, scheduled meeting time where an official record will be made.

Guidelines:

1. Complaints or grievances of a serious nature, which breaches any Australian or local law or legislation, or which may cause immediate harm to any individual, will be referred to relevant authorities.
2. TDP is not responsible or liable for grievances or complaints relating to project operations, behaviour, conduct or other matters by staff, facilities or events of local organisations in India or other project countries or third-parties it engages with. Where necessary or appropriate, it may communicate complaints to third-parties or local organisations.
3. TDP will respect all parties involved in a complaint or grievance and seek to investigate any complaint in a timely and fair manner.
4. Complaints or grievances must be raised in writing and communicated to TDP within 60 days of the original issue or event of concern. Complaints or grievances should include evidence to support the complaint, including whether a third-party witness can substantiate the concern.
5. Complaints or grievances will be considered by the TDP board at the board meeting which takes place immediately after receipt of the written complaint and recorded in the meeting minutes. It will be investigated by the TDP secretary and/or a grievance team established by the secretary thereafter and any recommended response or action will be further considered by the board at the subsequent meeting. TDP will seek to respond to grievances or complaints within a timely manner after this process.
6. TDP seeks to ensure all parties are given equal opportunity to be heard and fair consideration. Where appropriate, all parties will be given the opportunity to respond to a complaint or concern.
7. TDP reserves the right to seek further information or clarity regarding a grievance or complaint.

8. If appropriate, TDP may facilitate a mediation between parties to resolve a complaint or grievance.
9. In some cases, an independent person may be engaged to review the complaint and facilitate a resolution or make recommendations on a course of action.
10. TDP will treat grievances and complaints with confidentiality, except in cases where a breach of law or regulation may have occurred or where there is risk of harm to an individual or group.
11. Complaints against a board member by another board member or members should follow these guidelines but may be referred to an independent mediator.
12. TDP will consider complaints and grievances made in accordance with these guidelines, excluding those which are of a legal nature and are referred to relevant authorities for consideration and/or investigation, but may be unable to provide a resolution or one that satisfies all parties.
13. This policy is subject to review and may be amended as deemed necessary by the TDP board.

Date: 11 June 2024

Name: Lincoln Harris

TDP Position: Secretary

Signature:

A handwritten signature in blue ink, appearing to be 'Lincoln Harris', written over a light blue grid background.