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Owner Susan Cantwell:
Chief Executive
Officer, SJG
Outreach
Services
Area S1-Clinical
Governance
Applicability Social Outreach
(Australia and
Timor-Leste)

CG0012 0002SO Complaints and Feedback Management Procedure - International Health

Our Vision - We are recognised for care that provides healing, hope and a greater sense of dignity, especially to those most in need.

Our Mission - To continue the healing mission of Jesus.

RELATED DOCUMENTS

[CG0012 Complaints, Compliments and Consumer Feedback Policy](#)

[CG0012 0001 Complaints, Compliments and Feedback Procedure](#)

PROCEDURE

SJGIH Complaints and Feedback Principles

International Health Complaint/Feedback Information for Stakeholders

1. SJGHC International Health (SJGIH) caregivers will provide the following to all stakeholders:
 1. Information about how to make complaints and provide feedback by:
 - a. Providing the 'SJGIH Complaints and Feedback Information for Participants in Development Activities' Statement to all program participants;
 - b. Displaying the SJGIH Complaints and Feedback process in the main service office.

- c. Displaying the CG0012 Complaints, Compliments and Consumer Feedback Policy on the SJGIH website.
 - d. Advising stakeholders how to make a complaint or give feedback about SJGIH if they believe SJGIH has breached the ACFID code of conduct.
2. Advising stakeholders that they can make a complaint or provide feedback either verbally or in writing by:
 - a. Contacting the Service Manager at each of the sites where SJGIH has a presence:
 - In Timor-Leste write to the Country Manager, Dr Lourenco Camnahas at lourenco.camnahas@tlsjog.org or call +670 7845 7953;
 - In Papua New Guinea write to Haus Bung Manager Ms Kesia Waliapan at mhbdic2017@gmail.com or call +675 7458 9125
 - b. Contacting the St John of God Social Outreach Director International Health in writing at international.health@sjog.org.au.
3. In circumstances where it is warranted, SJGIH will provide support and assistance to stakeholders making complaints, which may include financial, psychosocial, or material support.
4. Caregivers who receive complaints and feedback will do so in accordance with CG0012 Complaints, Compliments and Consumer Feedback Policy.

SJGIH Complaints and Feedback Responsibilities

1. SJGIH Director will promote:
 1. The SJGIH principles of receiving complaints or feedback.
 2. A welcoming culture that values all stakeholder feedback without judgement.
 3. The awareness of stakeholder rights with respect to making complaints and giving feedback, and ensuring they are aware of the process for doing so.
 4. Appropriate recording, escalation and review of complaints and feedback through organisational mechanisms, including recording in RiskMan and reviewing at the Social Outreach Quality, Safety and Risk Committee.
 5. Team awareness of stakeholders rights to make complaints and provide feedback.
 6. Learning opportunities for caregivers to understand their responsibilities for receiving, responding to , registering and escalating a complaint, including maintaining confidentiality.
 7. Evaluation of the effectiveness of complaints and feedback management.
2. SJGIH Leadership Team members will:
 1. Inform stakeholders participating in programs about the 'SJGIH Complaints and Feedback Information for Participants in Development Activities' Statement at the commencement of their interactions;

3. SJGIH caregivers will:
 1. Make themselves familiar with the 'SJGIH Complaints and Feedback Information for Participants in Development Activities' Statement, and the process for making this available to stakeholders and participants;
 2. Know how to record, register, respond to and escalate a complaint or feedback
 3. Maintain confidentiality and understand that people making complaints and giving feedback can do so anonymously.

Receiving, Recording, Reporting and Reviewing Complaints and Feedback

1. SJGIH service and program offices will have focal points for stakeholders to contact to make their complaints and give feedback, with the information provided including:
 1. Specific caregivers who can be contacted directly;
 2. Generic email addresses that are independent of individuals.

Providing a Response to Complaints and Feedback

1. A response will be provided to the stakeholder making the complaint or providing the feedback either in writing or verbally, whichever is the preference of the stakeholder.

Referral of Complaints and Feedback

1. If SJGIH is unable to respond to the complaint or feedback due to the issue being outside the control or scope of the organisation, every attempt to refer the matter to the agency who can respond will be made.
2. If stakeholders making complaints or feedback are dissatisfied with the response, SJGIH will support them to refer the complaint or feedback to SJG Social Outreach in the first instance. If the stakeholders remain dissatisfied, SJGIH will support them to refer the complaint or feedback to the appropriate ACFID department responsible for the Code of Conduct.
3. If stakeholders would like to make a complaint or provide feedback directly to ACFID, SJGIH will make sure they have the information they need to do so.

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Approval Signatures

Step Description

Approver

Date

Tier 3 Chief Mission Integration Officer Approver	Tara Peters: Chief Mission Integration Officer	May 2025
Policy Governance Framework Assurance	Joanna Gurak: Manager Clinical Policy & Documentation	May 2025
Tier 4 Record Owner	Susan Cantwell: Chief Executive Officer, SJG Outreach Services	May 2025

Applicability

Social Outreach (Australia and Timor-Leste)

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