

INTERNAL St John of God International Health Complaints and Feedback Information for Participants in Development Activities



Statement

St John of God International Health (SJGIH) works in conjunction with the Timorese Ministry of Health (MOH) to support Timor-Leste to improve its health systems and provide best practice care for patients. SJGIH achieves this objective through programs that strengthen the capacity of staff and healthcare providers.

Complaints are criticisms and are negative in nature, whereas feedback is both positive and negative, and can open up pathways for improvement. The information in this statement relates to complaints, positive, and negative feedback.

1. Your right to make a complaint or provide feedback about our team or activities

As a participant in SJGIH programs, or as one of our partners and stakeholders, you have a right to make a complaint or provide feedback to us if you believe:

- We have not acted in accordance with our Code of Conduct
- We have not acted in accordance with the ACFID¹ Code of Conduct
- We have treated you badly or unfairly
- You are not happy with the outcomes of the program you are involved in
- You have enjoyed your experience and would like to give us a compliment

You have a right to make a complaint or give feedback anonymously. This means that other people will not know that you made this complaint or suggestion. If you would like to remain anonymous, please let the caregiver know when you are making the complaint or providing the feedback.

2. Information you need to be able to make a complaint or give feedback

To make a complaint or give feedback:

- a. Find any SJGIH Caregiver to speak to about your concerns or compliments;
- b. Tell them your complaint or give them your feedback;
- c. Let them know whether or not you would like to have your name or other personal details recorded;
- d. Let them know what outcome you are expecting as a result of your complaint or feedback, whether you would like to receive an update once it is resolved, and if so, how you would like to be contacted;
- e. If your complaint or feedback is not resolved to your satisfaction, you have the right to escalate your concerns (see contact details below).

3. What you can expect from us

When you make a complaint or give feedback, our caregivers will:

- a. Be fair, empathetic, responsive, and open to allow you to freely provide your concerns;
- b. Treat the matter as confidential;
- c. Try to resolve the issues for you immediately;
- d. Escalate the matter to their supervisor, Country Manager, Director or CEO if they are not able to resolve your concerns immediately;
- e. Contact you and let you know the status or the outcome of your concerns;
- f. Document your complaint or feedback in our complaints management system.

4. Key contacts for you to make a complaint or give feedback

SJGIH Office, Dili		Phone: +670 331 0621
Country Manager, Timor-Leste	Dr Lourenço Camnahas	Email: Lourenco.camnahas@tlsjog.org Phone/WhatsApp: +670 7845 7953
Social Outreach Director International Health	Jenny Tait-Robertson	Email: international.health@sjog.org.au Phone/WhatsApp: +61 419 024 834
Australian Council for International Development (ACFID)	Engagement and Effectiveness Team	Email: code@acfid.asn.au

5. Further information

If you have any questions or would like further information about making a complaint or providing feedback, please visit our [website](#) or write to international.health@sjog.org.au.

¹ [Making a complaint](#) to the Australian Council for International Development (ACFID)