**IWDA Complaints Form**

You can find IWDA’s Complaints Policy and Procedure at <https://iwda.org.au/complaints-procedure/>.

You can make a complaint to IWDA in the following ways:

**For general complaints**, including regarding communications or fundraising, the complaint can be made:

* In person: At our office, or to an IWDA staff member
* Website: <https://iwda.org.au/who-we-are/contact-us/>
* Telephone: +61 3 8373 2500
* Email: [complaints@iwda.org.au](mailto:iwda@iwda.org.au)
* Post:Complaints, International Women’s Development Agency,

PO Box 64, Melbourne, Vic 8009, Australia

**For safeguarding concerns** relating to possible breaches of IWDA’s Child Protection Policy or Preventing Sexual Exploitation Abuse and Harassment Policy, the report should be made to an IWDA Safeguarding Focal Point or responsible person as per those policies to:

* In person, website, telephone, or post
* By email to [ethics@iwda.org.au](mailto:ethics@iwda.org.au)

**If suspected misconduct**, fraud, theft, misappropriation of funds, or other improper state of affairs a formal whistleblowing report under IWDA’s Whistleblower Policy. IWDA’s Whistleblower Policy and Procedure gives further details of who can and how to make such a report. This includes reporting to the IWDA CEO confidentially:

* + In person, website, telephone, or post
  + By email to [ethics@iwda.org.au](mailto:ethics@iwda.org.au)

**Partner staff** who wish to make complaint can, in addition to the above methods, raise their concern directly with their IWDA Program Manager or Senior Program Manager or:

* By email to [partnerfeedback@iwda.org.au](mailto:partnerfeedback@iwda.org.au%20%20)

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| **Date** |  |
| **IWDA Staff Member Taking Complaint**  **(If applicable)** |  |

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| **Details of the person making the complaint**    You can make a complaint anonymously. However, if you provide your details it will make it easier for IWDA to address your complaint. IWDA will assess anonymous complaints in the same way as if the person making the complaint reveals their identity. However, there may be some practical limitations in conducting the investigation. | |
| **Name** |  |
| **Address** |  |
| **Email** |  |
| **Mobile** |  |
| **OR: I wish to remain anonymous □** | |

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| **Complaint Details**  Include as much detail as possible, including: times, dates, who was involved, what happened, any impact on you. |
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