



Policy Number	Effective Date	September 2025
AKFA-POL_012	Next Review Date	September 2028
	Sponsor	Country Director
	Approval/Authorisation	Board

1. Purpose

Aga Khan Foundation Australia (“AKF Australia”, “AKFA”) is committed to the highest standards of honesty, integrity, professionalism and accountability. Consistent with our values and Code of Conduct, AKFA strives to maintain a culture of respect and ethical conduct, ensuring compliance, good governance, and continuous improvement in our operations and relationships. By welcoming feedback and responding to complaints constructively, AKFA upholds its accountability to the communities we work with, our partners, our donors, and the general public.

This policy provides:

- A process for any person to provide feedback, make a complaint, or request a review.
- An outline of how AKFA manages and resolves feedback and complaints in a fair, timely, and transparent manner.

2. Scope and definitions

This policy applies to all complaints received by AKF Australia about our operations, services, and activities in Australia and internationally from any supporter, partner organisation, community or individual with whom we work or any member of the public whether an individual, civil society organisation, government, company or other entity.

A complaint is defined as an expression of dissatisfaction about the standards of service, actions or lack of action by AKFA or its staff, partners or anybody directly involved in the delivery of our work.

It does not cover:

- Complaints solely about third parties not engaged by AKFA.
- Internal staff related matters (staff are directed to the AKFA HR Policy Manual)
- Communication to AKFA by a supporter to amend or change their record details, amend or change their communication preferences, manage their transaction history or cancel their gift subscription
- Request for refunds

Where feedback/complaints relate to another Aga Khan Foundation (AKF) entity, Aga Khan Development Network (AKDN) entity or affiliate, stakeholders will be referred to that organisation’s mechanism.

3. Policy

Principles:

AKF Australia will ensure that its complaint handling processes are effective, safe, and accessible to all stakeholders irrespective of their gender, status or background and without prejudice to their future participation.



AKFA will maintain a formal Complaints procedure to ensure that all complaints are handled in a professional, structured and timely manner which is fair, courteous and respectful of privacy.

Complaints will be treated confidentially and only shared with the personnel who need to have access to the information.

AKFA will ensure that complaints are investigated impartially and fairly and that there will be no repercussions for the complainant making the complaint.

All complaints will be recorded, considered and retained formally and any feedback will be used to improve AKFA services and activities.

How to provide feedback or make a complaint:

Feedback and complaints can be made via

- email: info.akfaus@akdn.org
- in writing: address letters to AKF Australia, Feedback and Complaints, Level 27, 101 Collins Street, Melbourne, VIC 3000
- in person: to one of AKFA's employees

A complaint may be done anonymously, though AKFA's ability to resolve it may be affected if no contact is possible with the complainant.

If your concern relates to misconduct, please refer to the process outlined in AKFA's Whistleblower Policy, and other relevant policies, including the AKFA Code of Conduct, AKFA Safeguarding Policies, the AKFA Anti-bribery and Corruption Policy, Anti-Fraud Policy and AKFA Counter-Terrorism Policy.

How will a complaint be managed:

AKF Australia encourages supporters, stakeholders, and any member of the public who has a concern about our operations or about the conduct of an AKFA staff member or volunteer to make a formal complaint using the procedure below.

AKFA will treat every complainant with courtesy and respect and expects those raising concerns to communicate fairly and appropriately. We expect that all parties must act respectfully and maintain confidentiality throughout the process, noting that harassment, abusive or threatening behaviour, or interference may impact the outcome of the complaint.

AKFA will:

- acknowledge the feedback or complaint received within 4 working days
- assess the complaint:

- determine whether the concern raised is in scope of this policy. If the concern is an allegation of misconduct or a staff grievance, it will be referred to the appropriate person in line with AKFA policies
- assess the complaint for severity, complexity and impact to decide by whom the complaint should be managed.
- any persons implicated in a complaint will not be designated to handle the complaint.
- review and resolve complaints within 25 business days. The person responsible for managing the complaint will:
 - communicate with the complainant where required to get clarity about the outcome they are seeking and gain further information as to the context of the complaint
 - review the activity or behaviour that is the subject of the complaint, including engaging with any person being complained about and other relevant stakeholders to gain a full understanding of what happened
 - where appropriate, apologise for any wrong, and take action to address or rectify the issue
- inform the complainant and the AKFA employee who received the complaint of the outcome, acknowledging details may not be provided to comply with confidentiality and privacy obligations.
- If the issue remains unresolved, it will be referred to the Country Director for review and determination. If the complainant is dissatisfied with the Country Director's decision, they may appeal to the AKFA Australia Board Chair (or delegate).
- If the complainant remains unhappy about the response received from AKFA Board Chair (or delegate) or they believe the corrective action has not been adequately implemented, they may pursue the external complaints avenues outlined below.

External escalation

AKFA is a non-profit registered with the Australian Charities and Not-for-Profits Commission (ACNC). You can raise concerns with the ACNC about the operation of AKF Australia - <https://www.acnc.gov.au/raise-concern>

Complaints relating to breaches of the ACFID Code of Conduct by AKFA can be made to the ACFID Code of Conduct Committee - <https://acfid.asn.au/code-of-conduct/complaints/>

4. Related Documents

- AKFA Code of Conduct
- AKFA fundraising policy
- Privacy Policy
- Whistle-blower Policy
- AKFA Staff Handbook

5. Supporting documents and references

Legislation

- Privacy Act 1998

AKF Australia or AKF/AKDN documents

- AKF global safeguarding manual
- AKFA Whistleblower Policy
- AKFA Child Protection Policy
- AKFA anti-corruption and fraud policy

Other supporting documents

- Australian Council for International Development (ACFID) Quality Assurance Framework (section 7.3.3)

6. Implementation and communications

AKFA is committed to ensuring the accessibility and transparency of its Feedback and Complaints Policy. This policy will be published on AKFA's website.

AKFA complaint handling policy will be made available to all staff, volunteers, partners, and contractors acting on our behalf.

Information about feedback and complaints will be included in induction and orientation (including orientation of partners). People in charge of handling complaints will be trained in doing so.

7. Revision History

AKF Australia will review and update this policy every three years, unless changes are required earlier, to ensure relevance and applicability.

Date	Revision Number	Change(s)	Reference Section(s)
25 th Sept 2025	1	New Policy	