

MCRI Feedback and Complaints Handling Policy

Policy Owner: Head of Communications
Executive Policy Sponsor: COO
Approval Authority: COO

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Contents

1. Overview and Purpose..... 3

2. Scope 3

3. Policy Principles 3

4. Roles and Responsibilities..... 4

5. Dispute Resolution and breaches 5

6. Enquiries 5

7. Compliance with the Policy 5

8. Supporting information, related documents 5

9. Version History 5

MCRI Feedback and Complaints Handling Policy

1. Overview and Purpose

- 1.1. This document sets out the Feedback and Complaints Handling Policy developed by Murdoch Children's Research Institute (**MCRI** or **the Institute**). Words defined in this Policy have the meaning given in this document.
- 1.2. MCRI values feedback – including complaints and concerns – from children and families participating in our research, community members, or the general public. It helps us to continually improve.
- 1.3. Complaints should be interpreted broadly and can include expressions of dissatisfaction relating to:
 - a) concerns about the research MCRI is undertaking.
 - b) dealings with an individual.
 - c) allegations about the conduct of staff, volunteers, or other individuals engaged by MCRI or another child or young person participating in MCRI research; or
 - d) the handling of a prior incident or concern.

2. Scope

- 2.1. This Policy applies to all Staff of the Institute including:
 - both salaried and non-salaried employees of the Institute.
 - all other staff of the Institute including volunteers, students, honorary and affiliate appointments.
- 2.2. The scope of this Policy extends to all complainants including members of the general public.
- 2.3. This Policy also applies to any other person who is notified that this Policy applies to them (e.g. Institute's third-party collaborators and Suppliers including Contractors).

3. Policy Principles

Accountability & Integrity

- We are accountable to our stakeholders and the community we serve. We are committed to continual improvement by welcoming feedback and complaints.
- We take all complaints seriously and deal with them in a fair and transparent manner.
- We take ownership of our mistakes, learn from them, and take action to do things better.

People-Focused

- MCRI is committed to ensuring the rights, safety and wellbeing of children and young people are promoted.
- Our complaints handling system ensures that we consider the needs of the most vulnerable people, including minority and disadvantaged stakeholders.

Accessibility & Confidentiality

- People have a right to feel safe when making a complaint.
- We observe confidentiality when managing complaints.
- We provide accessible mechanisms for people to lodge a complaint or provide their feedback, including a safe and confidential whistleblower hotline.

Fairness

- We ensure that all complaints are addressed in a fair, equitable, objective, and unbiased manner.

Responsiveness

We will respond to complaints respectfully and in a timely manner.

MCRI Feedback and Complaints Handling Policy

4. Roles and Responsibilities

Role	Responsibilities
The Director and Executive Team	Have ultimate responsibility for the approval of this Policy and oversight of the complaint and feedback program.
Feedback and Complaints Handling Policy Owner (Head of Communications)	Responsible for implementing this Policy by ensuring that external complaints received via the online feedback form, feedback email address or main line are recorded, directed to the appropriate Policy owner and responded to.
People and Culture	Responsible for complaints relating to child safeguarding, and sexual exploitation, abuse and harassment.
Compliance Program Owner or Policy Owner of each topic (e.g. Privacy, Research Integrity).	• Outline the subject-specific complaint process in the Policy and/or procedure. • Ensure that all relevant legal obligations are met when managing the complaint related to their program. • Carry out the necessary investigations relating to the area of complaint. • Respond to the Complainant in accordance with the stipulated timeframes.
Program Managers	Ensure that this Policy is implemented and adhered to throughout MCRI's research and development programs and communicated to MCRI's Implementing Partners and Collaborators.
Complainant	The person making the complaint, who outlines: • the nature of the complaint (what happened and when). • ensures that the complaint relates to MCRI activity. • provides any suggested activity to rectify the complaint or outcome requested. • provides their contact information and any relevant identifiers (unless the Whistleblower web form or hotline are being used).
All staff	Be familiar with the Policy and adhere to it. Support the receipt of feedback and complaints by directing lodgement through the online feedback form, feedback email address, or Whistleblower web form or hotline (if appropriate). Ensuring that any complaints involving human participation in research are notified to the Human Research Ethics Committee (HREC). Ensuring that any Serious Adverse Events or safety complaints are immediately notified to the Health and Safety team.

MCRI Feedback and Complaints Handling Policy

5. Dispute Resolution and breaches

- 5.1. If you are not satisfied with the outcome of your complaint, you may request to have the matter reviewed by the People and Culture team.
- 5.2. If you are not satisfied with the outcome of the review by the People and Culture team, you may refer the matter to the Australian Council for International Development (ACFID) Code of Conduct Committee:

EMAIL:

code@acfid.asn.au

addressed to Chair, ACFID Code of Conduct Committee

POST:

Chair, ACFID Code of Conduct Committee

c/- ACFID

Private Bag 3

Deakin ACT 2600

6. Enquiries

Feedback and Complaints may be directed to the Head of Communications at feedback@mcri.edu.au

7. Compliance with the Policy

If MCRI has a reason to believe that a person subject to the Policy has failed to comply with the Policy, MCRI will investigate the circumstances. If it is found that this person has failed to follow the Policy, MCRI will consider the circumstances, legal implications, Code of Conduct and may take action against them.

The terms of this Policy do not form part of any employee's contract of employment. MCRI may amend it at any time without notice and all employees are responsible for consulting and complying with the most current version of this Policy.

8. Supporting information, related documents

Related documents	Publicly available / Internal document
Feedback and Complaints Handling Procedure	Internal
Code of Conduct - ACFID	Public
ACFID Code of Conduct - Guidelines for the Development of a Complaints Policy	Public
Whistleblower Policy	Public

9. Version History

Version	Approved by	Approval date	Effective date	Changes (if relevant)
V 2.0		December 2024	December 2024	