



PACIFIC AID
AUSTRALIA
for a sustainable Pacific

Complaints Form

1. You can make a complaint via the following methods:

By Email: Info@pacificaidaustralia.org

Letter: Po Box 285. Kingsford. NSW. 2032.

If you are making a complaint on behalf of somebody else, we will need to contact that person for permission to liaise with you.

2. Details to Include in a Complaint

To ensure that **Pacific Aid Australia** can give fair and due consideration to a complaint, it should include sufficient relevant information. As a minimum, the following details should be provided:

- Your name
- Your address
- Your email
- Your telephone number
- Details of the complaint (please be specific)
- The remedy or outcome you would like to see resulting from your complaint

3. Handling of a Complaint

If a complaint cannot be resolved immediately, **Pacific Aid Australia** will acknowledge your complaint within 5 business days.

A complaint may be rejected if **Pacific Aid Australia** deems it to be frivolous, vexatious, not made in good faith, misconceived or lacking in substance. In such a case, **Pacific Aid Australia** will provide you with information about why the complaint was rejected.

If you are not satisfied with the outcome of a complaint, the matter will be reviewed and a response provided.