



External Complaints policy summary

ACCESS ministries is committed to dealing with any complaints made by external stakeholders as promptly and confidentially as possible, professionally and with sensitivity. We believe that having a mechanism for handling external complaints can improve the quality of our services and enhance the trust and confidence of our stakeholders.

We understand that an external complaint may arise from any type of problem, concern or dissatisfaction made to or about ACCESS ministries, our products or services, raised by an external stakeholder.

ACCESS ministries will:

- address each complaint with integrity and in an equitable, objective and unbiased manner;
- protect the identity of a complainant where practical and appropriate ensuring the confidentiality of a matter is respected and
- acknowledge the receipt of a complaint and assess complaints in accordance with the urgency and/or seriousness of the issue raised.

The process that will be followed is:

- An employee who receives a complaint will forward the complaint to the respective Manager who has responsibility over the area referred to in the complaint, for appropriate action.
- The complaint will be acknowledged either verbally, by letter or email, within two business days of receipt of the complaint;
- The Manager concerned will investigate the complaint and will attempt to resolve the issues promptly;
- The Manager will then contact the Complainant and advise them of the outcomes of the investigation and the resolution proposed.

ACCESS ministries undertakes to learn from all complaints received, in terms of any future improvement in processes and systems.