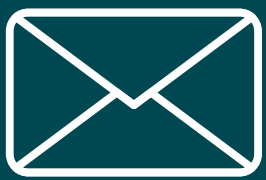


HOW TO MAKE A COMPLAINT

or express a concern



OPTION 1:

Contact the
Complaints Focal Point

confidential@caritas.org.au

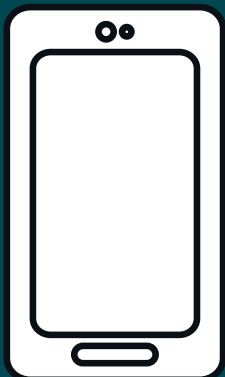
Or call 1800 02 44 13 (in Australia) and
ask for the Complaints Focal Point



OPTION 2:

Tell your Manager or
a Caritas Australia
staff member

They will forward your complaint to the
Complaints Focal Point



OPTION 3:

Call Stopline

external whistleblower service



1300 30 45 50 (Australia)
+61 3 9811 3275 (overseas)

www.caritas.stoplinereport.com

Stopline is an external complaints service.
It is for serious complaints.

When you call, you will speak with a
Stopline employee.

You can choose to be anonymous.

You can contact Stopline by phone,
as well as post, email, phone app, NRS.

Translation services available.

We will ask you for:



- Details about your concern
- Whether anyone is in danger
- How you wish to be contacted
- Your name and contact details
(unless you choose to remain anonymous by
contacting Stopline -- see Option 3)

We will confirm with you that:

- Someone from Caritas Australia will
contact you within 2 working days
- Your complaint will be referred to the
Complaints Focal Point
- You can contact us anytime via email
confidential@caritas.org.au

The Complaints Focal Point will contact you to:



- Tell you we've received your complaint
- Confirm all details are correct
- Ask for more information if required
- Advise if we are legally obligated to report
to an external agency (eg police)
- Let you know what support options are
available for you

We will then assess your complaint and tell you:



- Whether a formal investigation will occur
- Estimated timeline and process (if
applicable)

You will be updated when:



- The investigation (if applicable) is
complete or the matter is closed
- If you aren't satisfied with the outcome
you can appeal the decision.
- You can make an appeal to the Chief Executive
Officer via post: Caritas Australia, GPO Box 9830,
Sydney 2001, Australia or via email
confidential@caritas.org.au (attention: CEO)
- Or if you feel we breached the ACFID Code of
Conduct, you can contact ACFID
<https://acfid.asn.au/content/complaints>