

TISHER LINER FC LAW

CHASDEI DAVID CHARITY FUND LTD COMPLAINTS AND GRIEVANCES POLICY

1. Purpose of policy

The purpose of this policy is to establish a procedure for complaints and grievances made by or about officers, employees, volunteers, contractors and agents Chasdei David Charity Fund Ltd. (CDCF).

2. Grievances or complaints

- (a) Grievances and/or complaints should at first instance be made to a CDCF supervisor.
- (b) If a supervisor is unable to deal with the complaint or the complaint is reasonably considered to be of a serious nature, the supervisor must refer the complaint to CDCF's general manager (**General Manager**).
- (c) The General Manager or a delegate of the General Manager must within 24 hours of receiving a complaint, contact the aggrieved party to obtain further details in relation to the complaint.
- (d) Once the General Manager has received details of the complaint from the aggrieved party, the General Manager must contact the party about whom the complaint was made to:
 - notify that party of the complaint made; and
 - provide that party with an opportunity to respond to the complaint.
- (e) If the complaint involves suspected suspicious activity, the General Manager must immediately commence an investigation in accordance with CDCF's 'Suspicious Activity Policy'.
- (f) If the complaint does not involve suspected suspicious activity the General Manager may:
 - try to resolve the complaint;
 - send written notice to the parties involved in the complaint, setting out a record of the complaint and steps taken to resolve the complaint
 - send written notice to any of the parties involved in the complaint requiring them to desist from certain conduct or activities in the future; or
 - refer the matter on to CDCF's board for consideration and management.

3. Procedural Fairness

In dealing with complaints, CDCF must ensure that:

- (a) confidentiality is maintained throughout the whole process;
- (b) parties are sufficiently aware of allegations made against them;

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- (c) parties are provided with a fair and reasonable opportunity to respond to allegations made against them;
- (d) the process of dealing with the complaint is carried out with minimal disruption to the parties involved and within a reasonable time period; and
- (e) there is reasonable evidence to support any conclusions made.

4. Record Keeping

CDCF must keep written records of any complaint made. These records must be retained for a period of seven years from the date that the relevant complaint was made.

5. Review of policy

This policy will be reviewed by our board every two years as a minimum.

Adopted by the board of CDCF on 2 April.....2019