

COMPLAINTS HANDLING POLICY

Policy number	IGOV-1	Version	001
Responsible person	Chris Armitage	Approved by Board on	29 April 2019

1. INTRODUCTION

The Global EverGreening Alliance (the Alliance) is committed to mitigating the risk of damage to the reputation of the Alliance and the broader sector within which the Alliance operates. We recognize that any alleged or real misdeeds of the Alliance may lead to detrimental outcomes in the organization and sector. Accordingly, the Alliance will adhere to the following protocols for investigating and responding to complaints.

2. PURPOSE

The purpose of this Policy is to:

- a) Provide a structure for and means of responding to complaints made against the Alliance;
- b) Communicate and share responsibility with all Alliance members and personnel in responding to complaints; and
- c) Ensure sufficiently robust protocols and systems for compliance are in place to ensure consistency and appropriate rigor in the handling of complaints.

3. POLICY

The Alliance will only consider complaints relating to breaches of Alliance Policies, the ACFID Code of Conduct and/or other relevant laws or regulations; and only where the Alliance's complaints handling process is appropriate to the nature of the complaint.

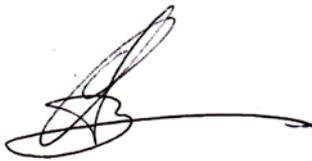
In addition –

- a) anonymous complaints will not be accepted by the Alliance;
- b) in general, the Alliance will only accept complaints if they are made in writing, and where the complainant is willing for his/her organisation (if any) to be made aware of the details of the complaint. The identity and other information relating to the complainant may be kept confidential in exceptional circumstances where the complainant identifies themselves as being at risk if their identity is revealed;
- c) the Alliance will respond to a complaint through the internal complaints handling process of the relevant organization (if any);
- d) Where there are more appropriate avenues for dealing with a complaint, (e.g. complaints relating to alleged breaches of Australian law, such as: employment of staff,

third party providers, taxation, charities legislation, etc.) the complaint may require external evaluation by the relevant authority in addition to the Alliance's investigation;

- e) where the Alliance chooses not to investigate a matter, the complainant will be promptly notified and, where appropriate, provided with advice as to what alternative avenues for dealing with the complaint may be open to the complainant;
- f) the Alliance may initiate its own inquiry into matters related to a complaint; and
- g) the Alliance may continue to investigate a complaint against an individual or organisation during the handling process.

4. AUTHORISATION

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29 April 2019
Global EverGreening Alliance Ltd