

Whittaker's Wings Foundation Limited

Complaints Handling Procedure

ABN 66 672 377 678

Purpose

To provide a clear and fair process for handling complaints.

How to Make a Complaint

Complaints can be made via:

- Email
- Website form
- Written correspondence

Process

Step 1: Acknowledgement

- Within 5 business days

Step 2: Assessment

- Complaint reviewed by appropriate person

Step 3: Investigation

- Information gathered fairly and confidentially

Step 4: Outcome

- Response provided within 21 days where possible

Confidentiality

All complaints will be handled respectfully and confidentially.

Escalation

If unresolved, complaints may be escalated to:

- The Board
- External bodies such as the Australian Charities and Not-for-profits Commission