

Complaints Policy

Youth for Understanding (YFU) Australia and New Zealand is committed to providing a high quality service to our students and their families and to our host families. When something goes wrong we need you to tell us about it. This will help to improve our standards.

Our Complaints Procedure

If you have a complaint, please contact the staff in the YFU Australia and New Zealand National Office. They will discuss your complaint with the National Director (CEO) or the Operations Manager and will try to resolve it informally with you. If, however, you prefer, you may contact the National Director or the Operations Manager directly. If the complaint cannot be resolved in this way then it will be passed to the National Director and the Board of YFU Australia and New Zealand as the governing body of the organisation.

The National Office staff will record details of your complaint in our complaints folder in our National Office file system.

If your complaint involves issues for a student on exchange which were not raised during the student's exchange then your complaint must be made within 15 days of the student returning from exchange so that it can be properly investigated.

Steps in the Complaints Procedure

- If after contacting the staff in National Office, to raise your complaint, it has not been able to be resolved satisfactorily at that informal level, We will advise you by email or phone to detail your complaint in writing to the National Director and the Board of YFU Australia and New Zealand.
- The National Director will advise you by email of receipt of the complaint and confirm arrangements to notify the Board of Directors within two days of receiving your written complaint
- The National Director will then start to investigate your complaint. This will involve:
 - Requesting response from staff or volunteers whom were involved in the actions or circumstances detailed in your written complaint This may take up to 5 working days
 - Requesting information and responses from overseas partner organisations if the complaint involves the situation of a student on exchange overseas. This may take up to 10 working days
- The National Director will then collate all the material in response to your complaint and provide the Board Members with that material. The National Director will advise you by email that your complaint together with the responses from staff, volunteers or the partner organisation overseas has been provided to Board Members. This will be completed within 5 days of responses being received
- The National Director will also advise you when the Board Members will meet either face to face or by teleconference to discuss your complaint and their response. The meeting should take place within one week of the material being provided to the Board Members.

- The Board will then instruct the National Director to draft a written response from the Board Chair to your written complaint. The drafting of the response and the approval by all Board Members will occur within 3 working days.
- The written response to your complaint will be forwarded to you by the National Director within 1 working day of approval by the Board of the response. If we do not hear from you within 10 days of the formal response being sent, we will assume that the complaint has been satisfactorily resolved and that the matter is closed.
- Should there be any change to any of the timescales listed in this policy we will advise you immediately and give you reasons for the change in the timescale.

An Unresolved Complaint

If you wish to take the complaint further you can make a formal complaint to the authority which registers student exchange organisations in your Australian State or to the Ministry of Education in New Zealand. You should advise the National Director of YFU Australia and New Zealand that you are taking that action as the authorities will want to know what actions have been taken to resolve the complaint.

Approved by the Board of Directors
April 2017