



COMPLAINTS POLICY

Policy Category	Date Approved	Review Schedule	Next Review
Governance / Stewardship	August 2026	Two Years	August 2028

1. Purpose

The Steve Farrelly Foundation is committed to maintaining positive relationships with participants, schools, volunteers, donors, supporters, and the wider community. The Foundation welcomes feedback and seeks to address complaints fairly, respectfully, and in a timely manner. Complaints provide an opportunity to improve our programmes, services, and governance.

2. Scope

This policy applies to complaints relating to:

- Foundation programmes and activities
- Volunteers, trustees, contractors, or representatives of the Foundation
- Communications and fundraising activities
- Decisions or actions taken by the Foundation
- Any other matter connected with the Foundation's operations

This policy does not apply to concerns involving the immediate safety of a child or another person. Such concerns should be reported immediately in accordance with the Foundation's Child Protection Policy or to emergency services as appropriate.

3. Guiding Principles

The Foundation will:

- Treat all complainants with courtesy and respect.
- Take complaints seriously.
- Consider complaints fairly and without bias.
- Maintain confidentiality where appropriate.
- Seek to resolve complaints promptly and constructively.

- Use feedback to improve Foundation activities and processes.

4. Making a Complaint

Complaints may be made verbally or in writing to the Chair of the Foundation.

Where possible, complainants should provide:

- Their name and contact details;
- A description of the issue or concern;
- Any relevant dates, documents, or information; and
- The outcome they are seeking.

Complaints should be sent to:

Chair

Steve Farrelly Foundation

Email: chair@stevifarrellyfoundation.org.nz

Anonymous complaints may be considered where sufficient information is provided, although the Foundation's ability to investigate may be limited.

5. Handling Complaints

Upon receiving a complaint, the Foundation will:

1. Acknowledge receipt of the complaint where contact details have been provided.
2. Assess the nature of the complaint.
3. Gather relevant information where necessary.
4. Seek to resolve the matter fairly and promptly.
5. Advise the complainant of the outcome where appropriate.

Where a complaint relates to a trustee, volunteer, contractor, or representative of the Foundation, that person may be given an opportunity to respond before a decision is made.

6. Timeframes

The Foundation will aim to acknowledge complaints within five working days and address and respond to complaints as soon as reasonably practicable. Some matters may require additional time depending on their complexity.

7. Confidentiality

The Foundation will handle complaints sensitively and will only share information with those who need it to investigate and respond to the complaint, or where required by law. Personal information will be managed in accordance with the Foundation's Privacy Policy.

8. Serious Complaints

Where a complaint involves alleged criminal conduct, fraud or financial misconduct, child protection concern, serious health and safety matter or behaviour that may place any person at risk, the Foundation may refer the matter to the appropriate authority, including New Zealand Police, Oranga Tamariki, or another relevant agency.

9. Record Keeping

The Foundation will keep a record of complaints received and actions taken to address them. Complaint records will be stored securely and accessed only by authorised persons.

10. Review

This policy will be reviewed every two years or earlier if required due to legislative, operational, or governance changes.

A handwritten signature in black ink that reads "Trina Lincoln". The script is cursive and fluid.

Signed:

Date: 20 September 2026