



LIFE ETERNAL TRUST AUSTRALIA

(SAHAJA YOGA MEDITATION AUSTRALIA)



Registered Office: 12 Clarence St Burwood, NSW 2134 Australia

ABN: 99071308371 Registered Charity with ACNC

P: 1300 724 252 W: www.leta.org.au E: life.eternal.trust.australia@gmail.com

New South Wales - Australian Capital Territory - Victoria - South Australia - Tasmania - Western Australia - Northern Territory - Queensland

“There can be no peace in the world until there is peace within.”

Celebrating 40 years of Sahaja Yoga Meditation in Australia

LIFE ETERNAL TRUST AUSTRALIA MANAGEMENT SYSTEMS MANUAL

COMPLAINT MANAGEMENT POLICY

LETA is committed to ensure that any person, group of persons or organisation that interacts with or is affected by the activities of LETA, has right to lodge a complaint and have their concerns addressed in a fair and equitable manner.

LETA will implement a simple and easy to access complaint management procedures that treats the complainant with respect and protects the privacy of the complainant. The complaint management procedure will handle the complaint by thoroughly investigating the cause of the complaint in an open and transparent manner and inform the complainant of the decisions made and the basis of the decision.

LETA will address the underlying cause of the complaint to ensure that similar complaints are not repeated in future.

A complaint must be made in writing to the National Legal Compliance Coordinator, Ms Sue Nickson. Email: sue.nickson@yahoo.com.au Phone: 0401 121 350 who will promptly escalate the complaint to the attention of the LETA Trustees by Email: life.eternal.trust.australia@gmail.com

Complaints without proper evidence or further information and anonymous complaints will be considered but in some circumstances it would limit the investigation and may not fully address the cause of complaint.

The National Legal Compliance Coordinator must inform the complainant about the receipt of the complaint (and after communication from the Trustees) what steps will be taken to address the complaint, or to investigate the reasons behind the complaint including an expected time frame for resolving the complaint.

All attempts should be made for complaints to be investigated and resolved in the shortest possible timeline.

LETA will keep documented records of complaint which will include following information:

- Date of complaint
- Nature and details of complaint
- Result of investigation
- Resolution and basis of decision
- Notification to the complainant
- Notification to the person(s) against whom the complaint is made
- All correspondence and emails relating to the complaint

If the complainant is not satisfied with the outcome, he/she may escalate the complaint to the Australian Charities & Not-for-Profits Commission.

- Should the result of an investigation be considered so serious that it requires the consideration of the withdrawal of the invitation to attend LETA/LEPA properties or venues covered by the LETA Public Liability Insurance Policy to be applied to any individuals, the LETA Trustees as the legally responsible authority for Sahaja Yoga are the only ones who can authorise this provision by advising the person/s concerned with an explanation of the decision.
- Discussions with Trustees, Councillors, property managing volunteers and volunteers assisting with administration will take place when any action is taken with advice about how to deal with anyone ignoring the withdrawal of invitation instruction.
- An independent working group of respected Sahaja Yogis with experience in investigations may be called upon to investigate matters considered of a serious nature and suggest appropriate recommendations.
- To avoid any conflict of interest the independent working group may be called upon for complaints involving a Trustee, Councillors or volunteers assisting in the administration of Sahaja Yoga directly or indirectly.



Signed

Trustee/ Director LETA Date: 30/6/20

Revised September 2023

LIFE ETERNAL TRUST AUSTRALIA MANAGEMENT SYSTEMS MANUAL

COMPLAINT MANAGEMENT PROCEDURE

No.	Procedure	Actions	Accountability	Responsibility	When
1	Complaint Lodgement	<ol style="list-style-type: none"> Anyone can lodge a complaint about conduct of LETA activities, conduct of LETA volunteers, conduct of LETA's office bearers, about facilities, LETA premises or any other nature that relates to LETA's activities Any complaint, must be lodged by the person who is aggrieved A complaint can be lodged in writing, or by email to the National Legal Compliance Coordinator, Ms Sue Nickson. Email: sue.nickson@yahoo.com.au Phone: 0401 121 350 who will promptly advise the details to the LETA Trustees, Email:eternal.trust.australia@gmail.com The complainant must provide the evidence or basis of the complaint, time and venue of the incident, if any, and the person(s) against whom the complaint is lodged (if applicable) Anonymous complaints provided in writing can also be lodged by email 	<p>National Legal Compliance Coordinator</p> <p>LETA Trustees</p> <p>Complainant</p>	<p>National Legal Compliance Coordinator</p> <p>LETA Trustees</p> <p>Complainant</p>	As and when required
2	Complaint investigation	<ol style="list-style-type: none"> The National Legal Compliance Coordinator is to investigate the complaint and gather facts and evidence The National Legal Compliance Coordinator to keep the complainant informed about the progress of the complaint investigation If applicable, the National Legal Compliance Coordinator to inform the person(s) against whom the complaint is made and ask them to respond by providing all the details leading to the incident and any evidence they may want to present in their defence. 	<p>National Legal Compliance Coordinator</p> <p>LETA Trustees</p>	<p>National Legal Compliance Coordinator</p> <p>LETA Trustees</p>	After receiving a complaint

		<ol style="list-style-type: none"> 4. The National Legal Compliance Coordinator investigation will consider facts and evidence presented by all parties before making a decision if the complaint is valid or otherwise 5. The National Legal Compliance Coordinator to consider what steps should be taken to avoid a similar complaint in future 6. The National Legal Compliance Coordinator and LETA Trustees to reach a conclusion about the resolution of the complaint, and the basis of such resolution. 7. The National Legal Compliance Coordinator and LETA Trustees to consider if any disciplinary action is warranted 8. All complaint investigation correspondence and discussions are to be documented and kept 	Complainant		
3	Complaint Resolution	<ol style="list-style-type: none"> 1. The National Legal Compliance Coordinator will advise the LETA Trustees and National Councillor of the outcome of the investigation 2. The National Legal Compliance Coordinator to inform the complainant about the resolution of complaint either in person or in writing as considered best 3. The National Legal Compliance Coordinator will provide advice on the basis of the complaint resolution to the complainant 4. The National Legal Compliance Coordinator to advise the complainant about any corrective or disciplinary action taken in course of resolving the complaint 5. Complainant can escalate the complaint to appropriate forum if not satisfied. 6. The National Legal Compliance Coordinator will advise the LETA Trustees of the outcome of the investigation 	<p>LETA Trustees</p> <p>National Legal Compliance Coordinator</p> <p>Complainant</p>	<p>LETA Trustees</p> <p>National Legal Compliance Coordinator</p> <p>Complainant</p>	After complaint investigation