

Approved by Dhimurru Board 9/12/2022

Moved: Nimirripin Wunungmurra

Seconded: Bandumul Munyarryun



## Dhimurru Complaints Policy

A portion of Dhimurru Aboriginal Corporation's work is funded through the National Indigenous Australians Agency. Dhimurru undertakes two activities: the Indigenous Ranger Employment and Indigenous Protected Area management programs under the funding Agreement.

Complaints made in relation to either of these two activities can be made to Dhimurru Aboriginal Corporation. If Dhimurru receives a complaint with reference to Indigenous Ranger Employment and Indigenous Protected Areas programs, the following details should be provided:

1. The complainant must provide the following details:
  - Name of complainant,
  - Date of complaint,
  - Address of complainant,
  - Contact details.
  - Nature of the complaint

Complaints can be made in person, via email, via telephone.

Dhimurru will consider the nature of the complaint and determine if any action is required in regards improvements or changes to the activities based on the complaint.

Complaints will be registered on the following template that will be held in the Dhimurru digital filing system and will be provided to NIAA or the public on request:

Details	
Name of the Complainant	
Date of the Complainant	
Address and contact details of the complainant	
Details of the complaint	
Actions taken (if any)	