



FUNDRAISING COMPLAINTS HANDLING POLICY | MAY 2026

Our commitment

At Sony Foundation Australia, trust matters. We are committed to fundraising that is ethical, transparent and respectful, and to listening carefully whenever anyone raises a concern.

We welcome feedback and complaints as an opportunity to improve our fundraising practices and to maintain the confidence of our donors, partners and the wider community.

1. Purpose

This policy explains how Sony Foundation Australia receives, investigates and resolves complaints about fundraising activities carried out by, or on behalf of, Sony Foundation Australia.

The policy ensures that fundraising complaints are handled fairly, promptly and appropriately, and that members of the public are encouraged to contact us if they have any concerns about our fundraising activities.

2. Scope

This policy applies to:

- All fundraising activities conducted by Sony Foundation Australia
- Fundraising conducted on behalf of Sony Foundation Australia by volunteers, partners or third-party fundraisers
- Complaints made by donors, supporters, members of the public or other stakeholders
- This policy applies only to fundraising-related complaints and does not replace other internal policies covering governance, employment or workplace matters.

3. What is a fundraising complaint?

A fundraising complaint is any expression of dissatisfaction relating to:

- The conduct of a fundraising activity
- The behaviour of a fundraiser or representative of Sony Foundation Australia
- Fundraising communications or appeals
- Alleged misleading, deceptive or unethical fundraising practices
- The handling or use of donated funds

General feedback, compliments and enquiries are welcomed but will only be treated as complaints if dissatisfaction is expressed.

4. How to make a complaint

Sony Foundation Australia encourages anyone with concerns about a fundraising activity to contact us directly. Complaints can be made through the following avenues:

- **Email:** info@sonyfoundation.org.au
- **Post:** Sony Foundation Australia, PO Box 88, Darlinghurst NSW 2010
- **Phone:** 02-9383-6230

Complaints may be made anonymously. Where contact details are provided, we will respond directly to the complainant.

5. How we handle complaints

All complaints are handled respectfully, confidentially and without prejudice.

- **Step 1: Acknowledgement**
We will acknowledge receipt of the complaint within a reasonable timeframe and record the details of the complaint.
- **Step 2: Review and investigation**
The complaint will be reviewed by an appropriate representative of Sony Foundation Australia. Where practical, the review will be conducted by someone not directly involved in the matter. Relevant information will be gathered as required.
- **Step 3: Outcome and resolution**
We will take reasonable steps to resolve the complaint fairly and proportionately. Outcomes may include an explanation, apology, corrective action or improvements to processes.
- **Step 4: Communication**
Where contact details are provided, the complainant will be informed of the outcome. Timeframes for resolution may vary depending on complexity.

6. Escalation

If a complainant is not satisfied with the outcome, they may raise the matter with NSW Fair Trading or the Australian Charities and Not-for-profits Commission (ACNC).

7. Record-keeping

Records of fundraising complaints and outcomes are maintained in accordance with ACNC record-keeping requirements. Complaint information may be reviewed periodically to identify trends and opportunities for improvement.

8. Fairness and accessibility

Complaints are handled impartially and without adverse consequences for the complainant. Sony Foundation Australia aims to make it easy for anyone to raise a concern about fundraising activities.

9. Review of this policy

This policy will be reviewed from time to time to ensure it remains current and compliant with fundraising laws and the National Fundraising Principles.