



Uttaran

Policy on Complaint & Feedback Mechanism

Community Mobilization

Poverty Eradication

Environmental Justice

Contact Information:

Head office: Flat # B1, House # 32, Road # 10/A, Dhanmondi, Dhaka 1209

Regional Office: Mobarakpur, Tala, Satkhira- 9420

Email: uttaran.dhaka@gmail.com

Website: www.uttaran.net, Contact no: +880-1711828305, +880255000691

Facebook: www.facebook.com/org.uttaran, Twitter: @Org.Uttaran, Instagram: org.uttaran

Date:2017		
Approved by On behalf of executive board	Shahidul Islam Director	Sarder Md Rezaul Karim Chairman
Update-1 Date: November, 2020		
Approved by On behalf of executive board	Shahidul Islam Director	Sarder Md Rezaul Karim Chairman
Update-2 Date: November, 2023		
Approved by On behalf of executive board	Shahidul Islam Director	Sarder Md Rezaul Karim Chairman
Update-3 Date: January, 2026		
Approved by On behalf of executive board	Shahidul Islam Director	Sarder Md Rezaul Karim Chairman
Recommended by	Haridas Malakar Coordinator (Accounts and Finance)	


Chairman
UTTARAN
 House No-32, (1st Floor) Road No-10/A
 Dhanmondi R/A, Dhaka-1209, Bangladesh


Secretary
UTTARAN
 House No-32, (1st Floor) Road No-10/A
 Dhanmondi R/A, Dhaka-1209, Bangladesh

Table of Contents

1. Introduction	1
2. Definitions	1
2.1. Complaint	1
2.2. Feedback	1
2.3. Accountability	1
2.4. Response	2
2.5. Transparency	2
3. Non-sensitive and Sensitive complaints	2
4. Who can complain?	2
5. Who will primarily receive and log the complaints?	2
6. Complaint Recording Form template	4
7. Complaint Logbook Format	5
8. Complaints	6
9. CRM and Accountability Guidelines:	7



Chairman
UTTARAN

House No-32, (1st Floor) Road No-10/A
Dhanmondi R/A, Dhaka-1209, Bangladesh



Secretary
UTTARAN

House No-32, (1st Floor) Road No-10/A
Dhanmondi R/A, Dhaka-1209, Bangladesh

1. Introduction

Uttaran considers itself as a learning organization that is constantly trying to improve and serve the people even better than last time. We are well aware that our participants have their own opinions, suggestions, feedbacks and complaints and that they should be provided with a safe place to share these views. It is one of their primary rights and we, at Uttaran, believe by considering, remaining accountable to them and incorporating their valuable opinions, we will be able to increase the quality of our work and build a stronger connection with the community.

Uttaran recognizes that accountability is not limited to reporting to donors or authorities, but also includes a responsibility to be answerable to the people affected by its programmes and decisions. The Complaint and Feedback Mechanism along with its accountability principles is therefore a key tool for ensuring downward accountability, enabling communities and participants to raise concerns, provide feedback, and seek redress in a safe and respectful manner.

2. Definitions

2.1. Complaint

A complaint is a grievance made by an individual(s) who believes that a humanitarian agency has failed to meet a stated commitment. This commitment can relate to a programme or project plan, beneficiary selection, an activity schedule, a standard of technical performance, an organizational value, a legal requirement, staff's behavior or any other point. Less serious complaint may relate to poor quality or performance, more serious complaint to fraud, abusive behavior or sexual exploitation.

2.2. Feedback


A positive or negative statement of opinion about our programmes and the behaviour of our staff and representatives shared for information or action but not with the intention of lodging a formal complaint. Depending on the nature or seriousness of the feedback, however, the organisation itself may need to take the same action as if the feedback were a complaint.

Submitting feedback or complaints is a right of affected populations and shall not result in any form of retaliation, discrimination, exclusion, or negative consequences.

2.3. Accountability

Accountability means the responsibility to act ethically, responsibly and in the best interest of the people and communities it serves. This includes meaningful participation, transparent information sharing, safe feedback and complaints channels, and corrective action when services fall short or harm occurs.


Chairman
UTTARAN
House No-32, (1st Floor) Road No-10/A
Dhanmondi R/A, Dhaka-1209, Bangladesh


Secretary
UTTARAN
House No-32, (1st Floor) Road No-10/A
Dhanmondi R/A, Dhaka-1209, Bangladesh

2.4. Response

Response means timely and appropriate action after receiving feedback or a complaint individuals or communities. It includes providing timely information, resolving issues fairly, taking corrective steps where necessary, and communicating outcomes in a respectful manner.

2.5. Transparency

Transparency means the organizational commitment to openly share clear, accurate, and relevant information about what we do, how we work, who is eligible, what support is available, how decisions are made, and how to provide feedback or complain. Transparency is practiced in ways that people can understand and access, while protecting confidentiality and personal data.

3. Non-sensitive and Sensitive complaints

A non-sensitive complaint concerns implementation of activities or programme decisions that can be handled with knowledge of the programme and common sense. It can often be resolved with informal conversation with the staff on the spot. But regardless it needs to be documented for future references.

A sensitive complaint includes issues related to any kind of violation of safeguarding policy, PSEA Policy or any kind of exploitation, abuse or corruption.

4. Who can complain?

Direct Participants and any stakeholder from communities internal or external, either directly involved or not involved in our programmes can share any complains or feedback to Uttaran. Everyone affected by our programmes or programme decisions can submit complaints and feedback including third party vendors and volunteers. Special attention shall be given to ensuring that women, persons with disabilities (PWD), elderly persons, and other marginalized groups are able to access the complaint and feedback mechanism safely and without barriers by deploying various accessible tools.

5. Who will primarily receive and log the complaints?

All projects will have dedicated MAAP/Safeguarding/Protection or even sometimes gender focal whose number will be shared with their project participants. In addition, Uttaran's central toll-free number managed by Uttaran's CRM focal will also be able to receive complaints. In many projects along with the two specific number's, donors number or other contact information is also shared where participants can log any complaint or feedback. Apart from mobile number or email address, physical


Chairman
UTTARAN
House No-32, (1st Floor) Road No-10/A
Dhanmondi R/A, Dhaka-1209, Bangladesh


Secretary
UTTARAN
House No-32, (1st Floor) Road No-10/A
Dhanmondi R/A, Dhaka-1209, Bangladesh

complain box are placed in project locations or area offices where anyone can deposit any complaint and feedback. Only the dedicated focal is allowed to open the complaint box in order to ensure the channel is effectively and transparently maintained. Once the complaint is lodged, and if it is received through the project focals, then the focal should pass the complaint to the respective committee of Uttaran through CRM focal of Uttaran.

Uttaran has three (03) standing committees to address various complaints, and feedbacks. Below the list of standing committees are provided:

- a) Risk Management Committee
- b) Safeguarding Committee
- c) Whistle Blowing Committee

In addition to these committees, the Human Resource (HR) Department may also be involved, alongside the relevant standing committees in addressing complaints and feedback when necessary.

The toll-free number and email addresses are which is managed by the central CRM focal:

- Hotline Number: +880 1974 747700
- Email: uttaran.head.office@uttaran.net,
sgandcpc.uttaran@gmail.com


Chairman
UTTARAN
House No-32, (1st Floor) Road No-10/A
Dhanmondi R/A. Dhaka-1209, Bangladesh


Secretary
UTTARAN
House No-32, (1st Floor) Road No-10/A
Dhanmondi R/A. Dhaka-1209, Bangladesh

6. Complaint Recording Form template

Date: _____

Name of complainant/ feedback provider: _____

Sex: Male Female

Age: _____

Phone number: _____ Location/address: _____

Description of complaint/feedback: _____

Category:

- Physical or Sexual Violence
- Financial exploitation
- Violation of Staff code of conduct
- Discrepancies in assistance received
- Others

Complained through: Hotline Email Verbal FCRM Box

I have explained the procedure of complaints handling and appeal procedures to the complainant and thanked them for sharing their concerns with us.

Name of recorder: _____

Signature: _____


Chairman
UTTARAN
House No-32, (1st Floor) Road No-10/A
Dhanmondi R/A, Dhaka-1209, Bangladesh


Secretary
UTTARAN
House No-32, (1st Floor) Road No-10/A
Dhanmondi R/A, Dhaka-1209, Bangladesh

7. Complaint Logbook Format

All complains will be logged by the respective Accountability Officers by following this template:

Date Logged	Type of concern	Name of complainant	Location/ address	Contact no	Complain Media	Brief Description of the complain	How was it resolved	Follow up update

Project based online/ offline formats may also be used to register complaints and/ or feedback.


Chairman
UTTARAN
House No-32, (1st Floor) Road No-10/A
Dhanmondi R/A, Dhaka-1209, Bangladesh


Secretary
UTTARAN
House No-32, (1st Floor) Road No-10/A
Dhanmondi R/A, Dhaka-1209, Bangladesh

8. Complaints

Type of Complaint	Examples	Level of seriousness	Will be reported to
Physical or Sexual violation	I have been physically harmed/ harassed by the staff or volunteers	Very serious	Safeguarding Committee, Child Protection committee or PSEA Committee depending on the type of complain/ complainant and respective policy guidelines
	I have been sexually harassed by the staff or volunteers	Very serious	
	I have been psychologically harassed/ pressurized by the staff or volunteers	Very serious	
	I have been asked to provide sexual favours in exchange of assistance	Very serious	
	I have been asked to perform any type of unauthorized labour/ illegal services by the staff or volunteers in exchange of assistance	Very serious	
Financial	I have been asked to provide any kind of bribe/ money in exchange of assistance	Very serious	Administrative and Budgetary Committee
	My received money/ other items were taken back after the distribution	Very serious	
Staff behaviour	Staff or volunteers misbehaved with me	Serious	Safeguarding Committee/Child Protection Committee depending on the complainant and the type of complains
	Staff or volunteer harassed me in any way	Serious	
	I was treated differently because of my gender, religion, age etc.	Serious	
Quality and quantity of the assistance received	The assistance I received was less than from what was informed	Moderately serious	Project Co-Ordinator
	The items were damaged/ fewer in number than what was informed	Moderately serious	
Others	Why did I not get assistance despite being poor/affected	Less serious	Project Co-Ordinator/ team members
	Why was my name on the initial list but not on the final list	Less serious	
	Why is someone rich or less poor/ affected than me	Less serious	

	getting assistance while I am not		
	Someone who is financially stable is also getting assistance	Less serious	

9. CRM and Accountability Guidelines:

Uttaran recognizes accountability as a shared organizational responsibility that goes beyond complaint handling and is guided by Uttaran's Accountability Framework. All employees, volunteers and partners are expected to act in ways that respect the rights, dignity and safety of the people and communities we work with. Accountability is ensured through ethical conduct, transparent communication, responsiveness to feedback and continuous learning.

- 9.1. All staff/ volunteers are to receive an orientation on Safeguarding policy/ Child Protection Policy/ Staff code of conduct/ PSEA policy/ Complaint and Feedback Response Mechanism during onboarding and before every project's inception meeting.
- 9.2. The concerned community is to be consulted on what media they would prefer to share their feedback and complains before the beginning of the project as part of the Communication with Community (CWC) process and the CRM media can be modified depending on their preference
- 9.3. At least one dedicated hotline number is to be used in all communication materials such as banners, posters, leaflets and so on to ensure communities are aware of how to raise concerns or provide feedback.
- 9.4. A Complain/ Feedback box need to present in all work locations/ distribution areas and in front of all offices. The boxes need to be checked frequently by assigned staff/ volunteers and delivered to the concerned person.
- 9.5. All the staff/ volunteers need to be trained on how to receive verbal complains and deliver it to the Accountability Officer or other focals as per each project.
- 9.6. As part of the CWC process focus group discussions or informal meetings are to be held if possible in presence of Accountability/ Safeguarding officer with the concerned community to make them aware about their rights and entitlements, what type of behavior is to be expected from the staff/volunteers, information about the complaint and feedback mechanism, including available channels, expected response timelines, and the right to complain without fear, shall be proactively shared with communities in accessible formats and local languages.
- 9.7. The Accountability Officer or other focal(s) as per each project, is to log all the complaints received, deliver them to the concerned committees or solve them by himself/herself depending on the type and seriousness of the complaint. The designated officer or focal(s) shall ensure that complainants are informed of the status and outcome of their complaint, where appropriate, in order to close the feedback loop.
- 9.8. The Accountability officer is in charge of the follow up interview after the

complaint has been lodged to make sure that the feedback loop has been completed.

- 9.9. All learning from complaints and feedback shall be analysed and documented by the MEAL team. Lessons learned shall be used to improve programme quality, staff behaviour, and organizational accountability practices, in line with Uttaran's Accountability Framework.


Chairman
UTTARAN
House No-32, (1st Floor) Road No-10/A
Dhanmondi R/A, Dhaka-1209, Bangladesh


Secretary
UTTARAN
House No-32, (1st Floor) Road No-10/A
Dhanmondi R/A, Dhaka-1209, Bangladesh