



**Uttaran**

# Complain & Feedback Mechanism

**Community Mobilization**

**Poverty Eradication**

**Environmental Justice**

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01	Date: 02 November 2020	
	Approved by on behalf of executive board	Shahidul Islam      Sarder Md. Rezaul Karim Director              Chairman
	Recommended by	Haridas Malakar, Coordinator (Accounts and Finance)

  
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# Complain and Feedback Mechanism

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 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 and incorporating their valuable opinions we will be able to increase the quality of our work and build a stronger connection with the community.

## 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, or any other point. Less serious complaint may relate to poor quality or performance, more serious complaint to fraud, abusive behavior or sexual exploitation.

## 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.

**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.

## Who can complain?

Participants and communities either directly involved or not involved in our programmes. Everyone affected by our programmes or programme decisions can submit complaints and feedback.



## Who will primarily receive and log the complaints?

The Accountability officer/ MAAP Focal/ Safeguarding Officer/ Safeguarding Focal of each project will be primarily informed about the complaints received by staff or volunteers or other channels. A dedicated hotline number and email address shall exist across the organization along with a suggestion box in every office location for receiving feedback and complains which will be handled by the Communication officer. He/ She will then deliver the information to the respective Accountability Officers. Apart from that. Project wise Hotline number, suggestion box will also be utilized and will be directly managed by respective Accountability Officers. The Accountability Officer shall inform the relevant committees based on the complaint/ feedback and policy guidelines.

## Complain 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: Phone number/ Email/ Verbal/ Suggestion 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: \_\_\_\_\_

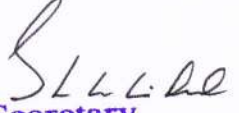
## Complain Logbook Format



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

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

CRM Guidelines:

- All staff/ volunteers are to receive an orientation workshop on Safeguarding policy/ Child Protection Policy/ Staff code of conduct/PSEA policy/ Complain Response Mechanism during onboarding and before every project's inception meeting.
- 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 CWC process and the CRM media can be modified depending on their preference
- At least one dedicated hotline number is to be used in all communication materials such as banners, posters, leaflets and so on
- 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.
- All the staff/ volunteers need to be trained on how to receive verbal complains and deliver it to the Accountability Officer.
- As part of the CWC process focus group discussions or informal meetings are to be held 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, how can they lodge complains along with expected response. They need to feel that they have a safe space and are being heard.
- The Accountability Officer 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 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
- All the learnings need to be documented by the MEAL officer for future references.