Palestinian Agricultural Development Association (PARC)

PARC’s HAP Policies
These policies were developed in cooperation with Christian Aid in Britain
Palestinian Agricultural Development Association

The Palestinian Agricultural Development Association (PARC) (formally known as the Agricultural Relief Committees) was established in 1983. It is a pioneering national civil organization operating in the field of rural development, environment protection, and improving the lives of women in the West Bank and Gaza.

P.A.R.C.

provides outstanding guidance, awareness, support, services, and consultations to individuals, groups, and organizations operating in the same field, depending on the broad active participation of the beneficiary groups. It also aims to develop and enhance the competencies of experts and the staff of the organization in order to develop a civil democratic Palestinian society.

Through its various programmes and units, PARC targets enhancing food security, protecting the farmers' land against confiscation, creating jobs, empowering women and enhancing women's rights in rural regions. In addition, PARC provides support and guidance to individuals and organizations working in similar field. When implementing its projects and activities, PARC depends on the effective popular participation by the targeted groups, and seeks to raise the competencies of employees and workers in this field.

While pursuing its long-term priorities and objectives, PARC responds to the emergencies, natural and man-made disasters caused by the risks surrounding people permanently through
While pursuing its long-term priorities and objectives, PARC responds to the emergencies, natural and man-made disasters caused by the risks surrounding people permanently through their participation in the risks’ and capacities’ assessment and the development of a prioritized action plan in which PARC will make every effort to implement these plans in order to ensure the totally preparedness of people to face the disasters.

Based on PARC’s principle of enhancing Humanitarian Accountability Partnership (HAP), PARC actively participated in the preparation of the code of conduct related to the NGOs sector and was one of the first signatories to it, and then adopted it by the General Assembly. The main objectives of the code of conduct are to provide a general guidance to guide the civil work and protect it from misleading.

In order to emphasize PARC’s role in pioneering the humanitarian work, PARC developed a special guidance of HAP policies (participation, information sharing and complaints handling) which was applied at all stages through PARC’s life and history since its establishment and now it is published in this booklet to be a clear reference that clarifies the policies followed by PARC while dealing with the communities, partners and stakeholders, complaints, information sharing and participation.
Goals:

- Improve our accountability to our partners and beneficiaries.
- Increase awareness among partners, beneficiaries to their rights to raise complaints.
- Strengthen the relationship between PARC's partners, beneficiaries and local communities.
- Enhance the internal monitoring system of the organisation.
- Improve the quality and effectiveness of our interventions.
- Maximize the learning value within PARC.

PARC aims to develop and document its practices in such a policy that is user-friendly, safe, and accessible, but that is also simple, efficient, and effective.

Our commitment to fairness, transparency, accountability, and protection of vulnerable people is the core of the development of this policy.
What can a complaint be about?

- All areas of the provided services.
- Staff behavior and attitudes.
- Methods, procedures and policies.
- Quality of delivered services.

Who can complain?

- Individuals.
- Partner organizations
- CBOs and Cooperative Representatives
- Beneficiaries, volunteers and PARC’s employees.
- Other stakeholders affected by the implementation of PARC interventions including but not limited to local leaders, Ministry of Interior and Ministry of Agriculture.

How complaints are being handled?

The following 3 steps will enable us to handle the complaints and respond effectively:

1. Enabling complaints
2. Processing and responding to complaints
3. Accountability and learned lessons
Enabling Complaints

- Adaptation and approval of the policies by the Board of Directors.
- Applying the policy by the Executive Board.
- Clear organizational structure and channels of communication and identifying the focal person/s who will take responsibility for receiving and processing complaints/feedback.
- Circulating the policy and methodology among all the employees.
- Announcing the mechanism of receiving the complaints from all the branches to the communities and establishing the mechanism practically.
- Reviewing the complaints in a confidential manner.
- Forwarding the notes to the specialized department.
- Complaints should be written.
- Complaints should be clear and in details.
- Complaints should be sent via email, fax or hand.

When making a complaint, please provide the following information:

- Your name, position, and contact details.
- Your relationships with PARC.
- Your contact person within PARC.
- The nature of the complaint.
- Copies of any documentation supporting the complaint.
- Address your complaints to the PME Department.
- Insert your complaint into the complaints box in the area or send it via mail, email or fax.
processing and responding to complaints

- the PME department will collect the complaints bi-weekly.
- the PME will categorize the complaint as either sensitive or non-sensitive.
- the PME Department will address the complaint to the specialized departments and ask them to respond within one week and to clarify the corrective actions to be made if applicable.
- the PME will ensure that a response is made and sent to the complainant within the agreed duration which is two weeks from delivering the complaints to the specialized department through receiving a copy of the response. If more time is needed to investigate the complaint, then a suitable update and explanation of the expected timeframe will be sent.
- the PME will verify that corrective actions are made if necessary.
- if the complaints with similar nature is repeated, the PME will propose modifications to the procedures and policies in order to decrease the probability of such mistakes in the future.
- Anonymous-complaints cannot be responded to directly, but will be considered and investigated as required.
- All complaints received will be taken seriously and dealt with in a confidential manner.
- If the complaint is considered sensitive, the organization will make arrangements to protect the complainant.
- If a member of staff is accused of bad practice, they will be treated with dignity for the duration of the investigation. The investigation will be confidential and any person accused will be considered innocent unless proven guilty as a result of the investigation.
- if you are dissatisfied with PARC's response you have the right to ask for the reconsiderations of the response by the Director General office. Such a request should be written and forwarded by post, email, or fax to PARC's address.
3 Accountability and learned lessons

- The documentation of the complaints in a hard and soft copies.
- Annual meeting for the core staff for evaluation and lessons learned.

Periodic Review

Our complaints handling policy will be reviewed annually aiming at enhancing the efficiency and outcomes of this policy.
PARC GUIDELINES: Information Sharing

What this sharing information policy means?

Sharing information policy in PARC is defined as all the procedures determined by PARC or designed to ensure accessing and disseminating the information for stakeholders during the intervention cycle.

Policy Scope:

The policy is applied in PARC at all levels according to its organizational structure including all PARC's offices, branches and partner organizations.

Responsibility:
PARC's General Assembly, Board of Directors and staff are responsible for the full implementation of the policy.

Goals:
- Increase the legal legitimacy of PARC.
- Increase PARC's community legitimacy.
- Strengthen the relationships with the communities.
- Improve the coordination and networking.
- Increase the documentation level in the organization.
- Promote and protect PARC's reputation at all levels.
What information should be provided?

Unprotected information:

- Organization background, contact details, and office addresses.
- PARC’s strategic plan.
- Annual plans, reports and manuals (progress and appropriate financial reports).
- Job vacancies, tenders and prints.
- Programs and projects activities.
- PARC’s organizational structure.
- Selection criteria of locations and beneficiaries.
- Donor and partners details.

Protected information:

Any information that could be misused or create a potential security issue for the organization, employees or stakeholders.

Whom to share the information with?

- Government, legislative council, private sector and local councils.
- CBOs and cooperatives.
- The beneficiaries, media sector, agronomists and decision makers.
- The Palestinian universities.
- Staff of the organization.
- Donor and funding agencies.
- Other key stakeholders.
When to share the information?

We are committed to sharing information at all stages including but not limited to:

- In need assessment stage or during PVCA process, during the carrying out of the projects and programs, evaluation outcomes, exiting the projects, publishing the annual reports, studies and researches.
- For people mobilization, lobbying and advocacy.
- To impact policy making.

How to share?

1. PARC ensures that the published information about the organization are correct, accurate and simple.

2. PARC ensures that the information is accessible to everyone and can be used according to their needs (through the website, conference, seminars, workshops, lectures, reports and images).

3. The users are given the opportunity to feedback regarding the information they have got, how it can be used and evaluated, whether the information they got met their needs or not.
Monitoring and Evaluation the Information Sharing Process:

All PARC’s administrative levels have to save a copy of this policy, implement it and develop a monitoring and evaluation sharing information policy.

Suggestions for modifying the policy:

Any suggestions for modifying the policy will be sent to Planning, Monitoring, Evaluation (PME) Department.

Documentation and saving the information:

Each department in the organization should save a copy of this policy in addition to another one to be saved in the Boards of Director’s archive.

Periodic Review:

Our information sharing policy should be reviewed annually aiming at enhancing its efficient deliverables and outcomes.
Participation

What this participation policy means?

Participation is a core value that has governed PARC’s work since 1983 and it is a continuous process which aimed at:

**Goals:**
- Enhancing rights based approach.
- Enhancing decision making process.
- Strengthening ownership and ensuring sustainability.
- Improving coordination and networking.
- Key to bottom up approach and protect future aspiration.
- Capacity building for PARC’s staff.
- Increase the involvement of beneficiaries and volunteers in the organization’s life and strategy.
- Ensuring feedback and developing PARC’s role.
- Scaling up of interventions based on the development of the targeted groups’ needs.

**Policy Scope:**
The policy is applied in PARC at all levels according to its applied organizational structure including all its offices.

**Responsibility:**
PARC’s General Assembly, Board of Directors and staff are responsible for the full implementation of this policy.
What to participate?

- Strategic policies and procedures impacting the beneficiaries and their livelihoods.
- Assessment of the local environment, problems, priorities, their rights, risks, vulnerabilities, and capacities.
- Identification of project areas.
- Identification and classification of poor and vulnerable people, including the most vulnerable and marginalized within communities.
- Planning and sharing responsibilities in project implementation.
- Evaluation process.
- Steering PARC’s intervention.

Who to participate?

- Members of the General Assembly and the Board of the Directors.
- PARC’s staff.
- Beneficiaries and key stakeholders (e.g. individual, CBOs with special attention to women).
- Decision and policy makers.
- Vulnerable groups (children, women, elderly people, people with disabilities).
When to participate?

We ensure participation at all levels of PARC’s work.

- Strategic thinking and ideas generation.
- Planning phase: assessment and design.
- Implementation: following and quality assurance.
- Monitoring and evaluation.
- Research and studies.
- Contracting and pricing.
- Lobbying, advocacy and people mobilization.
- Innovation and problem solving.

How to participate?

- General Assembly, Board of Directors, executive management meetings.
- Meetings of the focus groups with beneficiaries.
- Meetings with decision makers.
- Seminars and workshops.
- Written letters.
- Organizing campaigns.
- Directly through the PVCA process in specific projects e.g. PPA
Suggestions for modifying the policy:

Any suggestions for modifying the policy will be sent to Planning, Monitoring, Evaluation, and Information (PME) department.

Documentation and saving the information:

Each department in the organization will save a copy of this policy in addition to another one to be saved in the Boards of Director’s archive.

Periodic Review:

Our participation policy will be reviewed annually aiming at enhancing its efficient deliverables and outcomes.