

## PARC GUIDELINES: Complaints handling and Response policy

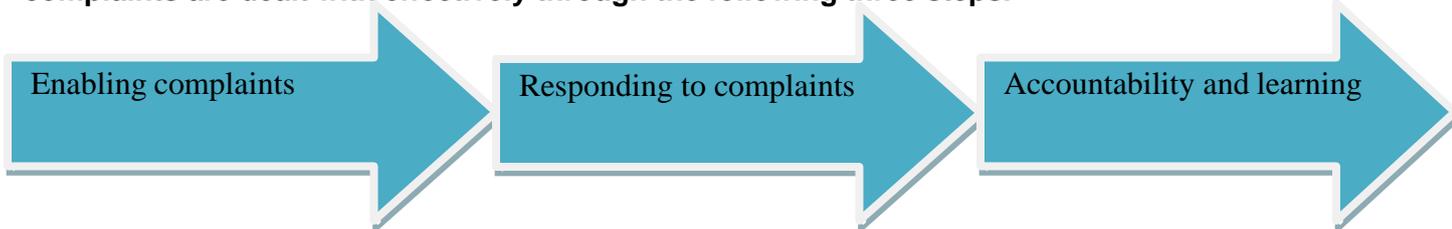


### Goals:

1. Improve our accountability to our partners and beneficiaries.
2. Increase awareness among partners , beneficiaries to their rights to raise complaints
3. Strengthen the relationship between PARC's partners, beneficiaries and local communities
4. enhance the internal monitoring system of the organization
5. Improve the quality and effectiveness of our interventions.
6. 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*

An effective complaint handling system is built to provide confidence of PARC that complaints are dealt with effectively through the following three steps.



### What can a complaint be about?

1. Any aspect of the service provided
2. Staff behavior and attitudes.
3. Methods, procedures, policies
4. Quality of delivered services

### Who can complain?

- 1- Individuals.
- 2- Partners organization
- 3- CBO'S AND COOPERATIVE REPRESENTATIVES
- 4- Beneficiaries, volunteers, employees of PARC-funded activities
- 5- Other stakeholders affected by the implementation of PARC interventions including but not limited to local leaders, ministry of interior and ministry of agriculture.

## How to complain or give feedback?

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

### Step 1. Enabling complaints

- 1- Adaptation and approval of the policies by the Board of directors
- 2- Applying the policy by the executive board.
- 3- Clear organizational structure and channels of communication
- 4- Identifying the focal person/s who will take responsibility for receiving and processing complaints/feedback.
- 5- Circulating the policy and methodology for all the employees
- 6- Announcing the mechanism of receiving the complaints from all the branches to the communities and establishing the mechanism practically.



- 7- Reviewing the complaints in a confidential manner
- 8- Forwarding the notes to the specialised department.

Complaints should be made in writing so that the details of the complaint are clear and complete , you can send it via email , fax or hand.

### When making a complaint, please provide the following information:

1. Your name , position, and contact details
2. Your relationships with PARC
3. Your contact person within PARC.
4. The nature of the complaint
5. Copies of any documentation supporting the complaint.
6. Address your complaints to the PME Dept
7. Insert your complaint to the complaints Box In the region or send it via mail, email, fax

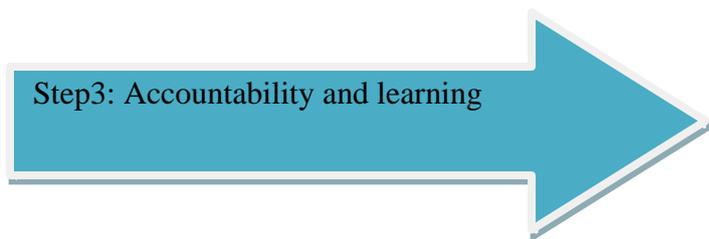
### Step 2. Processing and responding to complaints

1. The PME dept. (Planning, monitoring and evaluation) will collect the complaints bi-weekly. The PME will categorize the complaint as either sensitive or non-sensitive

2. The PME dept. will address the complaint to the specialized depts. and ask them to response within one week and to clarify the corrective actions to be made if applicable
3. 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 dept. Through receiving 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.
4. The PME will verify that corrective actions are made if necessary
5. If the complaints with similar nature repeated the PME will propose modifications to the procedures and policies in order to decrease the probability of such mistakes in the future
6. Anonymous complaints cannot be responded to directly, but will be considered and investigated as required.
7. All complaints received will be taken seriously and deal with in a confidential manner.
8. If the complaint is considered sensitive, the organization may wish to make arrangements to protect the complainant
9. 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 made in writing and forwarded by post, email, or fax to the address provided above



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

**PARC accept responsibility for effective complaints handling.**

The PME will ensure that, where appropriate issues raised in the complaints handling process are reflected in PARC employee's performance evaluation.

**Periodic Review:**

Our complaints handling policy will be reviewed annually aiming at enhancing its efficient, deliverables and outcomes