

## Complaints policy

### Complaints policy

#### introduction

This policy is designed to enable NIHR to add transparency and justice on complaints mechanism and dealing with it, providing safe, effective, and accessible channels for partners, employees, and other individuals to file a complaint, and getting appropriate and realistic responses, in addition to finding the effective solutions, to ensure compliance with the principle of accountability in dealing with others.

#### Purpose of complaints

NIHR Organization aims for its work to be transparent, open, educated, responsible, and able to meet the requirements of the complaints and to provide effective solutions that work for all parties, and to ensure respect for the dignity of the complainants also aims to improve the accountability for partners and beneficiaries, and an alert for problems, failures, and weaknesses, and to allow the Organization to correct and overcome the mistakes, improvement and continuous learning.

#### What are complaints

Is an expression of dissatisfaction by stakeholders of partners, employees, and beneficiaries about some works or services provided by NIHR and considering the complaints as reactions or criticism with the expectation of receiving answers about the tenor of complaints and providing appropriate solutions for it in which contribute to satisfy the complainants.

#### Types of complaints

Insensitive complaints: -

In general, it will be concerns of stakeholders about the following: -

- Cases in which the complainant has not benefited from programs and projects without criteria clear to explain.
- When there is concern of one of the partners / stakeholders on the process of raising funds.

Sensitive complaints: -

- Issues related to financial abuse
- Issues related to physical misconduct by employees / consultants / trainees / volunteers... Etc., which include sexual harassment / abuse / misuse of post or position of responsibility.
- Issues related to neglect.

We must handle sensitive complaints with maximum confidentiality and privacy.

### Who can make a complaint?

Anyone who has benefited or affected by works implemented by NIHR Organization (previous – current – proposed) might raise concern, and complaint includes individuals representing partners, donors, stakeholders, agents, and members of boards.

Others affected by the implementation of programs and projects of (local leaders / local government representatives...) complainants must realize that nothing can be done concerning their complaint unless it includes enough, plentiful, and detailed information to enable NIHR to verify and follow up in regard.

### Time for complaints

Any complaint should be submitted as soon as possible, to allow maximum inclusiveness and appropriate investigation as much as possible.

### Procedures for handling complaints

There are several steps to handle complaints such as:

- Response.
- Verification of factual complaint.
- Complaint verification.
- Verification and checking.
- Complaint accuracy.
- Contact and communication with the complainant.
- Data review.

### Complaints handling review

complaints will be recorded in the concerned internal log, kept by NIHR, and includes all information and data on complaints and be under the supervision of the parties responsible on receipt and consider.

### Response to complaint

### Verbal complaints: -

- Listening to the complainant respectfully.
- Confirm your understanding and comprehension to the content and subject of the Complaint to the complainant.
- If the complaint is not clear ask and inquire about it.
- Specify the procedures that can be taken on the complaint immediately.
- Ask the complainant on procedures about the complaint whether it can solve it or not.
- Record the complaint and its details and write it on paper.
- Take the agreed procedure on the complaint.

### Written complaint

- Complainant's hearing.
- Making the complainant feels respected.
- Apologizing to complainant when necessary.
- Making the complainant feels understood.
- Providing explanations and information.
- Taking immediate actions on complaint.

### Answering via phone

- Recognizing the complaint immediately.
- Repeating the understanding of the problem to the person with problem.
- Specifying the procedures that can be taken to resolve the complaint.
- Telling the complainant what will happen and who will deal with the issue and how the communication will be done.
- Taking the agreed procedures.
- Recording the complaint on paper.

### Replying via mail

- Specifying the procedures that can be taken to resolve the complaint.
- In the message or reply must make sure:
  - acknowledgement of receipt of the complaint.
  - Understanding the outlines of the content of the complaint.
  - Suggestions for appropriate solutions to the complainant.
  - Explaining what will happen of procedures.
  - Giving and writing down the name of the complaint recipient.
  - Writing down the phone number and means of communication.
  - Taking agreed actions immediately.
  - Recording the complaint in the complaints log.
  - Thanking and appreciating the complainant.

## Complaints box

- Cubic box will be allocated with size of 5 cm 3 with a moving top door is locked with suitable lock and straight slot to enter paper complaint paper.
- Complaint is written on A4 or smaller paper.
- Are deposited in the complaints box for which a suitable place is allocated that directly related to the work on complaints.
- Opening the complaints box daily by the concerned persons.
- Reading the content of the complaint and understanding it.
- Proposals for appropriate solutions to the complainant.
- to inform the complainant of the actions proposed to resolve the complaint by telephone or means of communication code in his complaint immediately agreed actions provide Thanks and appreciation to the complainant

## Complainant's rights

The complainant can expect the following:

- Has the complaint been handled as true one and investigated properly?
- Giving appropriate and easy to understand information regarding the complaint process.
- Participation in decisions in resolving the complaint.

## Complainant responsibilities

It is expected that: -

- Identifying issues of the complaint clearly.
- Providing all the information available to help support the complaint at the time of submission.
- Cooperating with investigations by NIHR about the complaint.
- Informing the complaint reviewers on any changes in the form of the complaint.
- Informing the complaint reviewers on the unwillingness to proceed with the complaint.

## Pledges and responsibilities towards employees and workers

The employees and workers in NIHR must provide a pledge of commitment and effective protection policy application issued by the Organization and its details are listed in form no. (1) attached.

## NIHR responsibility

- Handling the complaint professionally, efficiently, and fairly.
- Making the complainant aware of progress towards resolving the complaint.
- Providing clear reasons for the decisions reached.
- Treating the complainants with respect and kindness.