



Faith in Action

Feedback and Complaint Response Mechanism (FCRM)

Rational: Considering real time need by the global development and humanitarian community Faith in Action has decided to develop a Feedback complaints and response mechanism (FCRM). The rationale of the initiative is to ensure that our stakeholders, such as communities we work with, can hold us to account that will improve the quality and effectiveness of our work. Handling feedback and complaints is an essential part of an organization's commitment to being liable to its stakeholders. It can offer to validate whether specified goals are being met and signal well-timed changes or decisions to remedy or mitigate potential problems.

Faith in Action strives to improve humanitarian interventions through placing communities it serves at the center of its work. It is committed to learning, improving and encouraging the stakeholder it works with to comment on the progress and effectiveness of its interventions. This is achieved through establishing and implementing a FCRM, that is user-friendly, safe and accessible, for managing, responding to and monitoring complaints within programs. The FCRM supports a culture of accountability within Faith in Action by ensuring accessibility to complaints handling policy, procedures and systems in all spheres of its work.

This guideline will set out the procedure for receiving, recording, and handling complaints or feedback from the communities. It will define what kinds of complaints can be received and what will be outside of the remit of Faith in Action and who can complain. It will describe the steps of dealing with a complaint and the learning process to improve the system. FIA's commitment to fairness and transparency toward vulnerable people is central to establishing FCRM in the project and will be guided by the principles (Confidentiality, Accessibility, Transparency, Participation, Contextualization and appropriateness and Safety and Non-retaliation) in the FCRM Policy.

It is expected that most complaints or concerns related to the activities of FIA can and will be dealt informally by staff at local level. However, it is understood that not all issues can be resolved in this manner. Thus, a formal complaints mechanism is required for those occasions when an individual or a group wishes to make their complaint a matter of record and receive a formal response.

Goal of the FCRM: To support an overall environment of accountability and transparency, through the development and implementation of a formal FCRM for the different community-based programs and improve the internal environment of Faith in Action.

Objectives:

1. Ensure Confidentiality, Accessibility, Transparency, Participation, Contextualization and appropriateness and Safety and Non-retaliation) in the FCRM Policy.
2. Create an easy access for the most vulnerable and ensure fairness and transparency toward vulnerable people.
3. Make it user-friendly, safe and accessible, for managing, responding to and monitoring complaints within programs.
4. To utilize the learning for further improvement of program quality and gain trust of people.
5. Provides a system that gives individuals and groups the opportunity to report complaints to Faith in Action in a secure way, and to receive a response.
6. A flow chart of what to be complaint is given in the annex-1

The purpose of this policy is to:

- a. Recognize, promote and protect FIA's stakeholders to raise a concern or incident and/or complain on FIA's organizational activities, policies, projects that harm the common interest of the people and the environment.
- b. Develop staff to Recognize, promote and protect FIA staff to report incidents
- c. Provide general information regarding FIA's procedures for handling, responding and resolving complaints and incident reports
- d. Strive for high quality and continuous improvement in FIA's long-term development, humanitarian and advocacy work.
- e. Increase quality of relationship with stakeholders and the environment.

Outcomes and Intended results –

1. A safe, confidential and accessible channel of providing complaints and feedback on the community-based program interventions is set up.
2. Communities are knowledgeable and confident to raise concerns and provide feedback on program activities.
3. Communities are empowered to play an active role in influencing the decisions and shaping the direction of the program.
4. The knowledge and capacity of FIA program staff and/or volunteers to provide mechanisms for beneficiaries/communities to give feedback or log complaints and receive a response is improved.
5. Any programmatic errors as well as instances of staff misbehavior or breaches of the code of conduct are detected and resolved at an early stage.
6. Improved M&E as beneficiaries/communities have the opportunity to raise issues that may not have been identified or defined when designing the monitoring framework or plan.

7. Formalized processes are in place which ensure that the feedback loop is closed, issues are recorded in program reporting activities, and appropriate action is taken to address feedback and/or adjust programs.
8. Better program quality as a result of activities which are more responsive to and inclusive of the needs and concerns of target communities.
9. As an organization Faith in Action is more staff and community friendly and gained trust and wider reputation.
10. The organization comply with the compliance issues of the government and the global development and humanitarian communities.

Methodology:

1. There will be formal complain mechanism i.e. complaint box, hotline and directly meeting with the focal person.
2. Maintain confidentiality to the whole process of investigation, a complaint should be lodged as soon as possible after the complainant becomes aware of the concern and a deadline will be set up to solve the problem. This should within 30 days after record the incidents.
3. There should be formal register. Everything should be written clearly and must be kept in a secured place.
4. A flow Chart how to make a complain to Faith in Action attached in the Annex-2.

Scope to Complaining:

1. The scope of FCRM in the program will attend complaints and feedback which are directly or indirectly associated with program activities.
2. A valid complaint has to be about an action for which the organization is responsible or is within the sphere of influence or control of the organization. Complaints can be categorized as:

a. General/Non-sensitive complaints could include be the following:

1. A concern about the quality of program delivery or implementation.
2. A concern about the decisions taken by organization in relation to project implementation.
3. A concern on the implementation policy/advocacy aspects of the project.

b. Sensitive complaints could include the following:

1. These complaints will be treated with confidentiality and fast-tracked through the complaints handling procedures:
2. Sexual exploitation and/or any type of abuse by a staff member or volunteer.
3. Fraud and/or corruption by a staff member or volunteer, such as involvement in bribery or misusing aid or funds.

4. Any action which constitutes a breach of FIA' principles or code of conduct including staff behavior.

A complaint is not: a general query, request or suggestion/feedback about FIA's work. This is also referred to as non-complaint relating to an action for which FIA is responsible or is within the sphere of FIA influence. Invalid complaints relate to issues outside the control of FIA. This can be referred to other agencies considered responsible, but FIA cannot accept the responsibility for how the other institutions or agencies treat complaints. This could include the following:

- A contractual or legal dispute.
- An issue relating to the work of other humanitarian agencies.
- An issue concerning criminal or illegal activities.
- Social and family conflict, personal gain – job, opportunity, etc.

Who can complaint:

1. any individual, group or community directly involved in the activities that are being carried out by FIA.
2. parties indirectly affected in the locations of FIA's work, including the wider communities, local leaders and government representatives.

Complaints Resolution Committee (CRC) and Roles & Responsibilities:

There will be one team in each community to open complaints box and two Complaints Resolution Committees (CRC), one at the project level and other at the Head Office, to deal with complaints and feedback. The roles and responsibilities of different persons involved in the CRC are elaborated below:

Box Opening Team or CRC at Community Level:

1. Field Supervisor - Team Leader
2. Field Organizer of the Respective Area - Team Member
3. One PG/CCC/PI Leader nominated by the PGs of the respective Area- Team Member

Box Opening Team or CRC at Project Level:

1. Project Manager - Team Leader
2. Field Supervisor/Project Officer - Team Member
3. Project Accountant - Team Member

Project Level Focal Person to communicate with HO and Response Call:

- At project level, the Project Manager is the focal person. S/he will open and register each of the complaints in front of the team and will keep their signature. S/he will assign the responsibilities to a member and will monitor to the progress. S/he will be responsible to report to HO immediately after register the complaint and inform the

steps s/he has taken. The Project Manager will also be responsible to maintain the hotline. S/he will receive calls and register and do all necessary investigation and solve the problem with his/her team.

- At each level, the team leader will decide on the necessary actions based on the complaints/enquiries received. He/she will inform respective line authorities and seek support if the complaint is beyond his or her management.
- The sensitive complaint immediately (within an hour) will inform directly to the organizational focal point. The organizational focal point will decide by the Executive Director. The focal point will work directly under the guidance of the policy.

In case, complaints are raised against the focal point and the Executive Committee, the issue will directly be dealt by the Chairman of the Executive Committee. If the complainant does not receive a response within two weeks, the complainant can raise concerns directly to the respective donor agency. To number and e-mail id of focal point and the Executive Director will share with the community. On the complaint Box at Community level, the cell number of the Project Manager will use as hotline number and at Project Office level, the cell number of Focal Point will be put as hotline number. The numbers will keep open 24/7.

Partner/Donor: Partners or back donors can add value in terms of legitimacy and options for possible responses and action i.e. reallocation of funds or support for CRM implementation process.

Appeal Process: If a beneficiary is not satisfied with decisions/actions taken by FIA on the specific complaints, he/she will have right to appeal. The complainant will send the appeal to the Project Manager. If the appeal does not receive a response within 2 weeks, he /she can send another appeal directly to HO Focal Point. The Focal Point will forward the appeal to the Chairman of FIA EC for his/her concern and for follow up actions by the Executive Director as necessary. In this case, the contact details of EC Chairman will be provided to the community.

Responding to Complainants/beneficiaries

In case of non-sensitive complaints, feedback or enquiry, the Team Leader at the Community level can be provided with a checklist of answers so that he/she can provide the complainant with a response immediately. Otherwise, the Team Leader will get back with the response within two weeks' time. In case more time is required; the Team Leader must inform the complainant of the required time for investigation and respond with the answer within the following week.

In case of sensitive complaints, depending on the nature of complaints, the response to the complainant/beneficiary can be provided from within a week to maximum one month.

Reporting: The Team Leader at the community level will develop weekly/bi weekly reports and share with Project Manager, copy to HO Focal Point. The summary of the report can be presented in each of the each of the EC Meeting by the HO Focal Point. The summary of the report shall feed into the monthly quarterly, Half yearly and yearly. FIA Focal Point will share the report with the donor focal point with update performance for information through documentation.

Lessons learned: Based on the complaint or incident there might be some lessons learned to draw from the case. The Focal Point will make sure that relevant person within Faith in Action receives the recommendations for improvements. The organization will also use the learning and experience for future risk mitigation and make the FCRM more effective.