



Volunteers National Organization for Development and Humanitarian Services

Process for handling Complaints

Handling complaints effectively is crucial for Volunteers National Organization for Development and Humanitarian Services to build trust, maintain transparency, and ensure accountability.

☑1. Establish a Complaints Policy

- **Purpose:** Clearly define what a complaint is, who can make one, and how it will be handled.
- **Scope:** Include complaints from beneficiaries, staff, partners, and the public.
- **Principles:** Confidentiality, impartiality, non-retaliation, and transparency.

☑2. Set Up Accessible Complaint Channels

Ensure there are multiple, safe, and accessible ways for people to file complaints:

- **In-person:** Complaint boxes, suggestion boxes.
- **Written:** Letters or forms.
- **Digital:** Email, website form, WhatsApp, SMS.
- **Hotline:** Toll-free or local number with trained staff.
- Ensure options are available in local languages and are culturally sensitive.

☑3. Acknowledge Receipt

- **Timeline:** Acknowledge the complaint within 3–5 working days.
- **Method:** Use the same channel the complaint was made through, if safe.
- **Content:** Confirm receipt, outline next steps, and provide an expected timeline.

☒4. Screen and Categorize the Complaint

- **Determine the nature:** Is it about misconduct, program delivery, fraud, harassment, etc.?
- **Assign severity:** Low, medium, or high-risk.
- **Refer or escalate:** Forward to relevant departments or senior management as needed.

☒5. Investigate

- **Assign a neutral investigator or committee.**
- **Follow due process:** Collect facts, interview relevant parties, and maintain confidentiality.
- **Timeframe:** Aim to complete investigations within 30 days (can vary based on complexity).

☒6. Resolve and Respond

- **Decision:** Based on the evidence, take appropriate action (e.g., program change, disciplinary action).
- **Inform complainant:** Share outcome, if possible, while respecting privacy laws.
- **Provide remedy:** Apology, restitution, or systemic change if necessary.

☒7. Document and Record

- Maintain a **secure complaints register**, documenting:
 - Date received
 - Complainant details (if not anonymous)
 - Summary of complaint
 - Actions taken
 - Resolution and date closed

☒8. Monitor, Review & Improve

- **Regular reviews:** Analyze trends and root causes.
- **Report periodically:** Include complaints data (without breaching confidentiality) in internal or external reports.

- **Revise policy:** Update procedures based on lessons learned.

☒ **9. Training & Awareness**

- **Staff training:** Train all staff on how to handle complaints respectfully and effectively.
- **Community awareness:** Educate beneficiaries and stakeholders about their right to complain and how to do it.

☒ **10. Protection from Retaliation**

- Have a **whistle-blower protection policy** to safeguard complainants and witnesses from retaliation.



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