



**PAFFREL**

People's Action for Free & fair Election (PAFFREL)

## Complaints Management Policy

POLICY NO:

**Approved By** : Board of Directors  
**Approved Date** :.....  
**Date for Review** :.....  
**Language** :.....  
**Applicable to** :.....

- 1) General understanding of Complaint and Feedback Management:
  - a) Complaints are an important way for the management of PAFFREL to be accountable to the public. They provide valuable prompts to review organisational performance and the conduct of people that work within and for PAFFREL.
  - b) A complaint is an expression of dissatisfaction made to or about PAFFREL, related to its services, staff or the handling of a complaint itself, where a response or resolution is explicitly or implicitly expected or legally required.<sup>1</sup>
  - c) Feedback is a constructive expression of a perceived opportunity for improvement, where a response is usually appreciated.
  - d) Complaints and Feedback regarding PAFFREL can be issued by persons foreign to PAFFREL, e.g. by beneficiaries or by donors, as well as by PAFFREL staff.
  - e) In PAFFREL, complaints and feedback both are generally considered as an opportunity for improvement of PAFFREL, its structures and processes.
  
- 2) Principles of effective Complaint and Feedback Management:
  - a) Information about how and where to complain is well publicised to beneficiaries, partners, staff and other interested parties.
  - b) The process of making a complaint and investigating it is easy for complainants to access and understand.
  - c) Complaints are acknowledged in a timely manner, addressed promptly and according to order of urgency, and the complainant is kept informed throughout the process.
  - d) Complaints are dealt with in an equitable, objective and unbiased manner. This will help to ensure that the complaint handling process is fair and reasonable. Unreasonable complainant conduct is not allowed to become a burden.
  - e) Personal information related to complaints is kept confidential.
  - f) If a complaint is upheld, the organisation provides a remedy.
  - g) There are opportunities for internal and external review and/or appeal about the organisation's response to the complaint, and the complainants are informed about these avenues.



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- h) Accountabilities for complaint handling are clearly established, and complaints and responses to them are monitored and reported to management and other stakeholders.
- 3) Establishing a Complaint and Feedback Management system:
  - a) PAFFREL ensures that
    - i) arrangements for enabling people to make complaints are beneficiary focused, visible, accessible and valued and supported by management;
    - ii) complaints are responded to promptly and handled objectively, fairly and confidentially;
    - iii) remedies are provided where complaints are upheld;
    - iv) there is a system for review;
    - v) there are clear accountabilities for complaint handling and complaints are used to stimulate organisational improvements.
  - b) Structure for Complaint and Feedback Management, PAFFREL
    - i) A designated senior management member will be designated the Point Person for complaint and feedback handling. This will be a rotational position, If complain against senior Management in that case Board will appoint the committee.
    - ii) The designated point person will make available information on the complaints and feedback mechanism and the role of staff members within it.
    - iii) A four-member complaint and feedback committee including the Executive Director, Administration Officer, one of the Director of Program and A Board Member and the point person for handing complaints and feedback will periodically meet as and when necessary to review complaints and feedback and initiate process for necessary action.
    - iv) PAFFREL will make available at all times, its email address, its contact numbers to all its beneficiaries and on its website to facilitate feedback.
- 4) Process for PAFFREL'S Complaint and Feedback Management are as follows:
  - 1) The point person for complaint and feedback will assess the information given and initiate a meeting of the 4-member committee, described above. The committee will review the information contained in the complaint and determine what type of inquiry is merited.
  - 2) Depending on the nature of the complaint and its seriousness, the committee, if necessary, can decide to appoint an independent inquiring officer or conduct the inquiry itself.
  - 3) The findings of the inquiry so conducted will be recorded and recommendations made, as necessary. Reasons will be indicated for the recommendations set out.
  - 4) The committee will take steps to implement the recommendations, and the point person will provide a report on the progress of the implementation process within a fortnight of action being taken.

Within a month of the recommendations being implemented, the committee will make a final review of the action taken and note that the issue is final.