

V.1

# Complaints and feedback Standard of Procedures in POINT Organization

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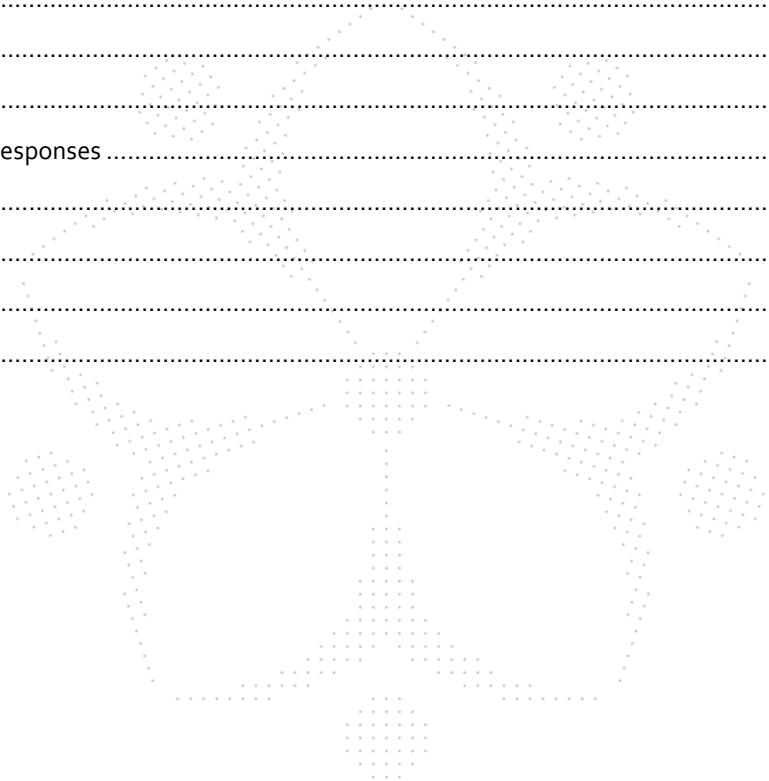
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## PURPOSE

According to Core Humanitarian Standard 4<sup>th</sup> principle (Humanitarian response is based on communication, participation, and feedback. ) and 5<sup>th</sup> (Complaints are welcomed and addressed) principle, POINT organization works seriously and continuously to assure the accountability against their beneficiaries, so the main purpose of this Sop is to ensure that all beneficiaries complaints and feedbacks are welcome and addressed, and all complaints are being replied and archived, to assure more relevant response to community needs, and to empower the communication channels with the beneficiaries, which support the quality assurance in POINT organization.

## SCOPE

POINT's Feedback and Complaints system is committed to offering means for communities to provide feedback on programs and submit complaints and ensure that they receive a timely response. Appropriate and inclusive channels (WhatsApp, Email, Complaint Boxes, direct interviews...), for feedback, should be available to affected communities and their representatives through each phase of the project cycle. Feedback ensures timely information regarding, for example, whether targeting was correct, programs are being implemented appropriately, and what impact programs are having on participants, intended or unintended, positive or negative. Feedback channels not only respect the right of affected communities to have a say but also very often improve the efficiency and effectiveness of aid delivery.

POINT is committed to actively and routinely seeking the feedback of the people. All segments of a community, including women, men, girls, boys, people living with disabilities, young people, and the elderly must have access to feedback mechanisms, with particular attention to be accessible for the most vulnerable and marginalized. Feedback is used to adjust and improve policy and practice in programming at a local and global level in an ongoing and timely way. Communities are informed as to how their feedback will be used, or who it will be referred to. Means for receiving feedback are built into each program and project and suited to each context, including asking the communities how best to obtain their feedback and how often.

## DEFINITIONS/ACRONYMS

**Feedback** is a comment or concern that can be positive or negative but does not require a formal response. Feedback provides useful insights into how project activities are perceived or how they are being implemented. Feedback of this nature can be addressed informally during programmed monitoring visits or can be referred to management staff if necessary.

**The complaint** is an expression of dissatisfaction about the standard or quality of assistance being provided and is related to the actions or lack of actions taken by staff or volunteers that directly or indirectly cause anyone distress Assistance request.

Complaints are directly associated with the commitments made by an organization, in terms of what and how it promises to deliver assistance and give support. People on the receiving end of assistance and support have the right to complain if standards are not being met, if assistance is not appropriate to, or not as they were promised by implementing organizations or there are serious breaches of codes of conduct.

It will be the responsibility of M&E or program staff receiving feedback and complaints to determine how serious they are and whether they can be dealt with informally verbally straight away or if they need to be dealt with formally.

**Complaints Response Mechanism:** a formalized process known and understood by beneficiaries and others affected by POINT's programs, it allows the channeling of complaints and their objective investigation and response.

**Complaint & feedback tracker:** an Excel sheet contains all complaints and collected feedback information's in one database which enables all the responsible members to access and track in-process and archived feedbacks

**Action:** the reaction that the staff takes against one complaint like change in behavior or change time, location, or modality of activity.

**Response:** the message that complaints responsible staff member sends to the complainant as a reply to the complaint



COMPLAINTS CATEGORIES AND RESPONSES

Category	Response and Action
<p><b>Out of scope:</b> a complaint or feedback about a project that is POINT not involved in, or about some other organization or issues not related to POINT scope of work</p>	<p><b>Response period:</b> immediately – informal To explain to the complainant that the complaint is out of scope and not related to POINT organization.</p>
<p><b>General feedback:</b> Positive or negative feedback from people about projects that are being implemented by POINT, staff members, provided services or assistance, including an appreciation for service or assistance, or explaining the impact of the project either negative or positive on the individuals or communities</p>	<p><b>Response period:</b> immediately – informal To thank the complainant and show the importance of his/her feedback, and forward the feedback to responsible program staff for any required action.</p>
<p><b>Staff behavior:</b> Issues that are related to staff behaviors in the field or POINT office but not affect the project and need to be investigated by managers, like corruption and favoritism or dealing beneficiaries badly</p>	<p><b>Response period:</b> 10 days – formal To thank the complainant and tell him/her that his/her complaint will be replied to in 10 days, and forward the complainant to the manager to investigate and check.</p>
<p><b>Staff behavior – Urgent:</b> Sensitive issues or breach the code of conduct that need immediate response and action like sexual harassment, carrying arms, or violence during the activities implementation.</p>	<p><b>Response period:</b> 2 days maximum – formal To thank the complainant and tell him/her that his/her complaint will be replied to in 2 days, and forward the complaint to the manager to investigate and check.</p>
<p><b>Quality of assistance \ Service:</b> Issues related to the activity itself, like the time or location or the modality of implementing the activity, selection criteria, or other...</p>	<p><b>Response period:</b> 15 days – formal To thank the complainant and tell him/her that his/her complaint will be replied to in 10 days, and forward the complaint to the manager to investigate and check.</p>
<p><b>Quality of assistance \ Service – Urgent</b> sensitive and Urgent issues related to the project's activities like the security situation or potential risk on the beneficiaries or staff or bad way implementing which cause direct and immediate negative effect on the individual or community.</p>	<p><b>Response period:</b> 2 days maximum – formal To thank the complainant and tell him/her that his / her complaint will be replied to in 2 days, and forward the complaint to the manager to be investigated and check.</p>
<p><b>PSEA Situation:</b> When there is a case of sexual abuse by humanitarian workers, organization stakeholders, or beneficiaries against women, children, or men for any purpose.</p>	<p><b>Response period:</b> Immediately – formal To thank the complainant and tell him/her that the complaint immediately will be under check. If the case was belonging to the organization, the case will be referred to the responsible department for investigating with participation between MEAL and Human Resources departments. If the case was out of the organization, it will be referred to the PSEA focal point in the same or nearest location.</p>
<p><b>The request for Assistance:</b> When the complainant tells or reports needs somewhere where there are new migrants or IDP's for example and they need assistance.</p>	<p><b>Response period:</b> immediately – informal To thank the complainant and show the importance of his/her information, and forward the feedback to responsible program staff for any action that can be taken.</p>

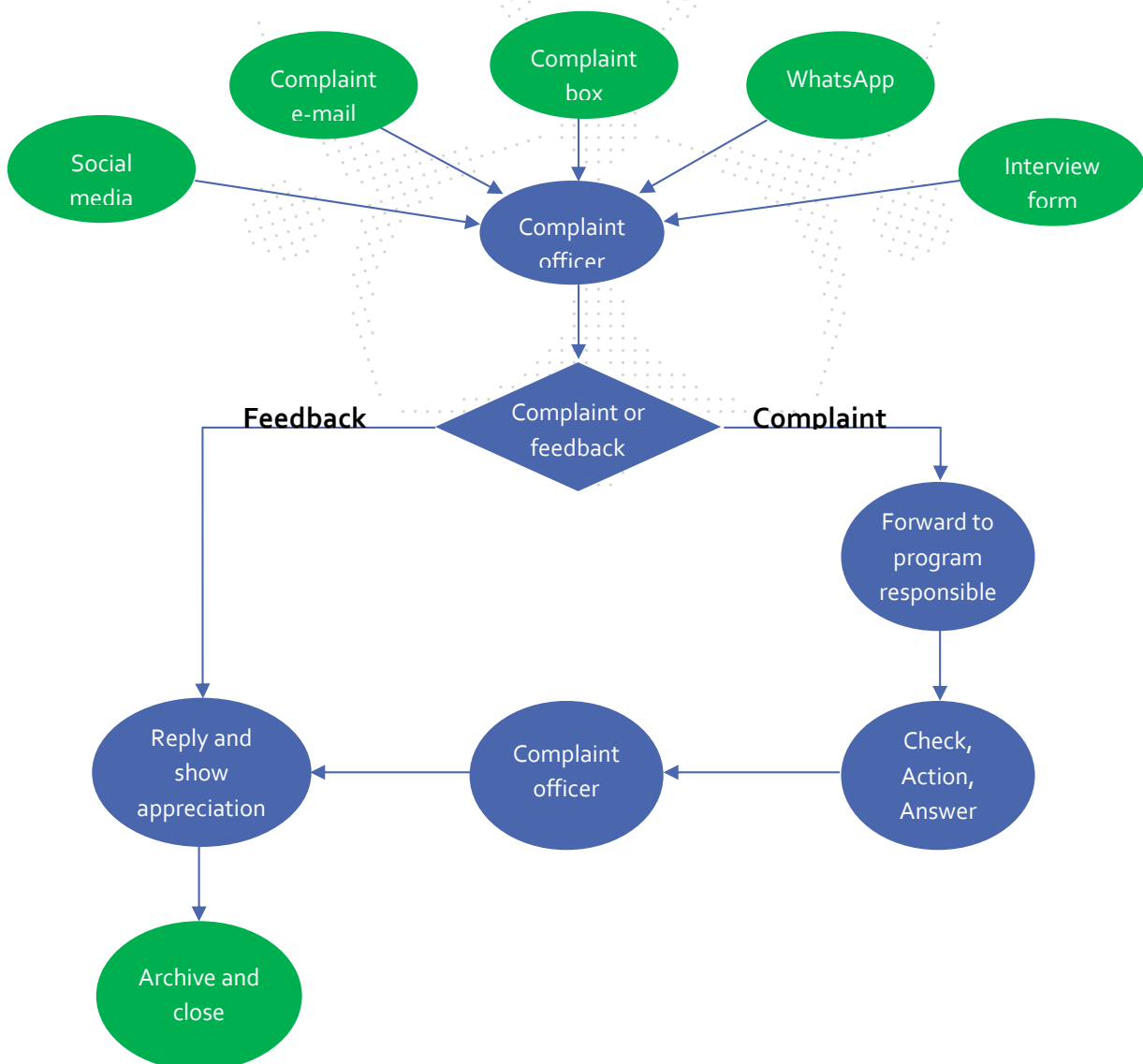


<p><b>The request for information:</b> When the complainant asks about specific information like the selection criteria, or how to register in training...</p>	<p><b>Response period:</b> immediately – informal To thank the complainant and show the importance of his / her information, and forward the feedback to responsible program staff for any action that can be taken.</p>
<p><b>Suggestion:</b> The complainant suggests a new village to POINT to intervene or new project, or new mechanism...</p>	<p><b>Response period:</b> immediately – informal To thank the complainant and show the importance of his / her suggestion, and forward the feedback to responsible program staff for any action that can be taken.</p>

**Table 1**

**PROCEDURES**

There are several channels are being used in PONT by people to submit their complaints and feedback, WhatsApp, Social media, complaint email, Direct interviews with Staff members, and the Complaint box. When the complaint has arrived in the complaint officer, the accountability focal point immediately starts to fill the Feedback tracker with the provided information and decide in which category the complaint should be considered, if it is information or feedback the accountability focal point immediately reply by showing appreciation and explaining about the importance of his / her feedback, and after that forward the feedback or complaint to the staff members who might concern about it. If the complaint needs to be investigated or checked, first the complaint is forwarded to the responsible who must answer during the period specified in (Table 1), and when the complaint officer gets the answer, he prepares the reply and sends it to the complainant.





## POLICY

- **All complaints and feedback are welcome and addressed.**
- All beneficiaries' information is private, so during the complaint handling process, nor beneficiaries' name neither beneficiaries' contact information is shared with the program side of the responsible person who will check the complaint.
- All POINT centers are provided with Complaint Boxes in a visible and accessible place where all beneficiaries or visitors can see and submit their complaints.
- All POINT's Centers are provided with complaint mechanism brochures and posters explaining the complaint channels and how to submit a complaint or feedback.
- Wherever, whenever the POINT team is implementing project activities, staff should be provided with a mobile complaint box with complaint forms so beneficiaries can submit their complaints and feedback.
- The only person who has the authority of communication with the complainant is Complaint Officer.
- All POINT staff is trained and aware of the complaint & feedback mechanism and its importance.
- All POINT activities should start with complaint and feedback mechanism explaining session.

## ROLES AND RESPONSIBILITIES

Mission or task	Responsible person	Role
Complaint box	Field MEAL Officer	The only one who have boxes keys and weekly check them, scan complaints forms and send them to the complaint officer.
WhatsApp, complaint e-mail,	Complaint officer	The only one who have those two channels passwords and receive a complaint from them
Social media	Media officer	To follow up the pages, receive negative feedback, or complaints and forward them to the complaint officer
Kobo complain form	All staff member	Wherever and whenever a beneficiary has a complaint to fill it and submit.
interviews	All staff members	To have printed complaint forms during activities implementation and once a beneficiary has a complaint to interview him, fill the form then scan and send to the complaint officer
Communicate to the complainant	Complaint officer	The only person who has the authority to communicate to complainants and reply to their comments and feedback
Complaint tracking	Complaint officer	to ensure that all complaints are replied to during the specified time and closed and all complainant gets their answers.
Check the complaint	MEAL & Program staff	To check the complaint and take correcting actions when needed
Feedback & complaint report	Complaint officer	To prepare it and share it monthly with the line manager.
Share mechanism with beneficiaries	MEAL Field officer	To ensure that all beneficiaries are aware of the mechanism and know how to submit complaints by sessions.



## FORM AND CHANNEL DETAILS

**WhatsApp number:** [+90 555 1898798](tel:+905551898798)

**Complaint and feedback email:** [feedback@pointonline.org](mailto:feedback@pointonline.org)

**POINT Facebook page:** [POINT in Facebook](#)

**Paper Form:** this form should be always available beside the complaints box, so all people can fill it and put it in the box any time

**Kobo form:** this [Complaint Form](#) is used by POINT staff only to submit the complaints they receive from beneficiaries by interviews or even by social media and can be used by MEAL officers to submit complaints received by complaint box too, even when this form is used complaint officer still should get the scanned copy of the paper form when available.

**Feedback tracker** is the excel sheet which complaint officer uses to archive and track all complaints he received.

**Feedback & complaint monthly report:** is report template is used by the complaint officer to summarize the complaints received for the past month.

