

Procedural Document for Complaints

This document provides guidelines for resolution and the treatment of complaints made by our beneficiaries.

1. Background

Complaints provide an opportunity for an organization to learn, adapt, improve and make its services better. WELDO maintains this comprehensive complaint procedure to ensure that its projects' beneficiaries experience ease of use when launching a complaint. In addition to this a quick resolution to complaints, in a methodic way that respects and values a beneficiary's feedback can build the confidence of other beneficiaries in the services offered by WELDO.

WELDO has adopted this procedure to implement a responsive, efficient, effective and fair complaint management system to assist the beneficiaries in this regard. All processes and steps in this procedural document are GDPR compliant.

2. PURPOSE

This procedure is intended to ensure that WELDO handles the complaint fairly, efficiently and effectively.

WELDO's complaint management system aims to:

- allow us to respond to questions raised by beneficiaries who file complaints
- increase beneficiary confidence in our administrative process, and
- provide information that we can use to improve the quality of our services, personnel and complaint handling.

3. SCOPE

This procedure applies to all staff receiving or managing complaints from beneficiaries

4. WHAT IS A COMPLAINT

A complaint is any expression of dissatisfaction about the services offered by an organization, its practices, its personnel associated to it, its staff, its system, its project implementation practices etc or lack of action taken regarding operations, facilities or services by the organization.

The complainant can send WELDO a complaint through sending an email to complaints@weldo.org, through writing to Complaint Management Officer, through writing a complaint and putting it in WELDO's complaint box which is available at the reception desk. This box is locked and the Complaint Management Officer has the only key to this box.

5. COMPLAINT MANAGEMENT SYSTEM

Complaint Management Officer

WELDO designates a Complaint Management Officer (CMO) for Complaint Management.

When the CMO receives the complaint he/she will evaluate the information to determine whether it is admissible for further processing. If so, the manager will collect and review all available information and attempt to resolve the issue informally through discussions with the complainant. The manager may choose to use human resources or other resources as required, if they require assistance or advice. The CMO is required to involve his/her departmental human resources representative before taking any disciplinary action against employees. All procedures during all processes of complaint management should be GDPR compliant.

The CMO will be selected on rolling basis after every two years and will report all registered complaints to the Chief Executive Officer.

The Complaint Management System consists of the following:-

- i) Receiving and recording complaints, initial screening of complaints and handling of out-of-scope complaints
- ii) Analysis and Fact Finding
- iii) Developing a resolution

6. PROCEDURE

- When a complaint is received the CMO must enter it in the Complaint Register and send an acknowledgment receipt within 72 hours to the complainant in order to establish a relationship of confidence
- If necessary, further clarification should be obtained from the complainant. If the complaint is not made by the beneficiary but on his/her behalf, the beneficiary's consent, preferably in writing, must be obtained in advance from the beneficiary.
- After receiving the complaint letter, a copy of the complaint procedure must be given to the beneficiary which clearly explains to the complainant the complaint process, the time it can take and realistic expectations.
- Within 4 days of receipt of complaint the CMO should launch a preliminary investigation into whether the complaint is admissible or not. If the complaint is not admissible the complainant should be informed. If the complaint is admissible the CMO will assign a registration number to the complaint and forward it to the CEO.
- The CMO may request further information from the complainant, or the staff accused of misconduct.
- If the complaint raises potentially serious concerns, legal advice should be obtained. If legal action is taken at this stage, any investigation by WELDO under the complaint procedure should cease immediately.
- If the issues are too complex for the investigation to be completed within 3 weeks, the complainant should be informed of any delays.
- If a meeting is organized, the complainant may, if he or she wishes, be accompanied by a friend, relative or representative, such as a lawyer if he or she wishes to do so.

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