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**Complaint and
Response
Mechanism
Policy**

Approved : June 06, 2021

Participatory Research Action Network- PRAAN
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About Participatory Research Action Network- PRAAN

Evolution: Participatory Research Action network- PRAAN is a non-profit and non-political organization that has been working for strengthening people's initiative to promote and ensure human rights, economic rights, gender equality, promotion of a culture of peace and non-violence, climate resilience, governance, trade justice, rural livelihood global citizenship, and appreciation of cultural diversity for sustainable development in the local level.

Legal Entity: PRAAN registered under the Registrar of Joint Stock Companies and Firms (RJSC) and Ministry of Social Welfare of the Government of Bangladesh.

Beneficiaries: The organization works intensively with youth, women, poor and marginal community, marginal, and underprivileged biodiversity dependent people i.e. forest people, indigenous communities, marginal farmers, fisher communities, and climate-vulnerable people.

Vision: PRAAN envisions a poverty-free pluralist society based on knowledge and technology where everyone's basic needs, rights, and information are ensured.

Mission: Work to fight poverty through participatory action research activities followed by social actions to eradicate poverty, lack of knowledge, and Injustice.

General Committee: The General Committee of 21 members is the supreme authority of PRAAN. This Committee elects the Executive Committee.

Executive Committee: PRAAN Executive Committee consists of 7 members who are elected by the General Committee. The Executive Committee members meet at a regular interval to oversee organizational performance.

Working Area: PRAAN works in Noakhali and Laksmipur for piloting projects and laboratory works, and the whole of the country for advocacy and campaign activities.

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Nurul Alam Masud
Chief Executive, PRAAN


Sharmin Nectormi
Chairperson, PRAAN

Section 02 : Introduction to the 'Complaint and Response Mechanism Policy'

2.1 Title of the Policy: This Policy shall be named as "Complaint and Response Mechanism Policy".

2.2 Objectives of the policy

- Maintain the quality and continuous improvement in PRAAN's in its working area;
- Protect PRAAN staff to report incidents and increase confidence;
- Enable stakeholders to raise a concern and complain on PRAAN work and quality relationship with stakeholders; and provide general information regarding PRAAN's procedures for handling, responding and resolving complaints and staff incident reports.

2.3 Development Process of the Policy

PRAAN reviewed different organizations' Complaint and Response Mechanism Policy, practice and procedure; and drafted this policy. It received feedback from beneficiaries and staff and included them later on into this policy.

2.4 Review and alteration of the Policy

- This policy can be reviewed with the changes of relevant policies of PRAAN.
- The Executive Committee and the Competent Authority of PRAAN is the only authority who reserves the right to change, modify, suspend, interpret or cancel its policy clause.
- Proper justification must be required for modification and alteration of any word, section & subsection stated in this policy manual.

2.5 Effective Date of the Policy

This Policy shall be effective from the day following the day of approval given on it by the Executive Committee of PRAAN and the employees of PRAAN shall be notified of the exact effective date of this policy.

2.6 Review of this policy:

This policy can be reviewed with the significant changes made in the national and international laws, policies, human rights declaration.


Nurul Alam Masug
Chief Executive, PRAAN


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Section 03 : The Policy

3.1 Summary

- a. Anyone has the right to raise or submit complaint against PRAAN management, activities or its employees from any strata. The organization, PRAAN, is committed to accept, respond to and do the needful of those complaints. PRAAN Complaints and Response Mechanism Policy is a description of procedures on how the organization will respond to those complaints.
- b. The complaints can be submitted through any channel; written, over telephone, email, verbally or by using complaint boxes that are setup at the field offices. Complaints can also be submitted to against any office head. Addresses of all executive Committee (EC) members, Chief Executive (CEO) and employees are available in every office, should anyone wish to submit a complaint. EC will only receive complaints against CEO through email only.
- c. A complaint should be responded and resolved within Seven (7) days or the complainant will let know the date of settlement otherwise. It, however, should not be taken more than 30 days.
- d. Any complaint should not be left without responding and identity of the complainant should be kept anonymity.
- e. According to this policy, complaints are the following :
 - Quality of PRAAN's work and services, implementation pattern, behavior of staff, guidelines, manuals and code of conduct during implementation, organization's vision, system of holding accountable to the beneficiary and stakeholders, etc.

3.2 Complaint could include the following:

- a. A violation of the PRAAN policies, guidelines, manuals and code of conduct.
- b. A concern about the behavior of staff or the quality of the program implementation.
- c. Staff members involves in any cheating or abusing of power, corruption and misusing of financial or recourses of the organization for any personal gain.
- d. Any service implementation that has a direct impact to the people affected by crisis.
- e. Any activity that has a direct impact to the people affected by crisis or environment.
- f. Sexual harassment or provide any assistance in exchange of any sexual acts.
- g. Bribery.

3.3 The complainant cannot apply to PRAAN if their complaints are subjected to current investigation by any legal authority of the state. Such issues will be dealt with under the relevant regulatory regime. And, any dispute related to contractual job will not be considered as complaint.

3.4 Manager (Finance & Operation) will be the primary responsible for disposal complaint. Complaints relating to Manager (Finance & Operation) should be fallen with the Deputy- Director and complaints relating to the Chief Executive should be fallen with the Chairperson of EC through email only.

3.5 **Who can complain:** Individual program participants or a community with whom we work, people's organizations, local civil society, local government body, government, official, other development partners and any organizational staff.

3.6 **Sensitive and alarming complaints:** The complaints related to sexual harassment, exploitation or abuse and financial corruption would be dealt by the Deputy Director

accompanying with the Focal of the Committee for Development of Gender Relation Identity of the complainant should be kept anonymity.

- 3.7 If it is proved any remissness of staff at any stage in dealing complaints, s/he will be brought under disciplinary action; even it could lead to dismissal.
- 3.8 The safety and confidentiality of the complaint and source will be maintained except if it is not required by the state law and order authority, and if it hampers the organizational dignity then we will refrain disclosing the source of the complaint after having the approval from the Chief Executive.
- 3.9 If an employee complaints against any employee, s/he has to identify him/herself. If anyone remains anonymous and use fake email ID and address, the organization is not bound to respond to that complaint. If it is identified later on that the anonymous is an employee of this organization, s/he will be brought under disciplinary action.
- 3.10 If anyone outside the organization complains anonymous, the organization is to bound to respond to that too.
- 3.11 If the complainant does not feel happy about the result of the disposal, then s/he/they can appeal directly to the Chief Executive. If the complaint is about the Chief Executive, then it will be fallen to the EC Chairperson.

3.12 Complaints that do not fall within the scope of the organization could be referred to. However,

- a. The organization could respond to a complaint submitted by a beneficiary that does fall with other organization.
- b. The responsible person of PRAAN will record the complaint in the register then inform the relevant organization about the complaint received. The person will also let the complainant know about the latest progress of the complaint s/he/they made.
- c. If the other organization, that we referred to the complaint, does not respond to accordingly, then we will come to a decision of not communicating again with the organization after obtaining an approval form the Chief Executive in this regard. The organization will let the complainant know about our decision.

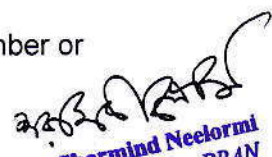
3.13 Protection and confidentiality:

- a. Here it is noted that the organization shall ensure full protection of the complainant. By no means the name of the complainant shall be disclosed but could do it only taking the approval from the complainant. While discuss, never squeeze the complainant in a way that pretend to defame or harass him/her.
- b. If any complaint is proved false, fabricated or intentionally registered then administrative action shall be taken against the complainant under the HR Policy Manual of the Organization.
- c. If the complainant encounters any professional, personal or any other loss for submitting a complaint, according to the Complaint and Response Mechanism policy, s/he too could inform or write the matter to the Chief Executive or Executive Committee for a remedy.
- d. After leaving this organization, if a staff feels s/he has been a victim professionally or otherwise for submitting a complaint related to Sexual Exploitation and Abuse according to Complaint and Response Mechanism policy, s/he too could inform or write the matter to the Chief Executive or Executive Committee for a remedy. But it must be done before his/her settlement of final payment. If the person is a program participant, member or stakeholder, s/he should do it within 15 days of his/her victimization.

3.14 Approved by EC and effective date

This policy has been approved unanimously in the EC meeting held on 06 June 2020, and be effective in no delay.


Nurul Alam Masud
Chief Executive, PRAAN


Sharmind Neelormi
Chairperson, PRAAN