

POLICY ON COMPLAINTS AND GRIEVANCES

- 1. Contents** : Policy on grievances.
- 2. Aim** : To provide a structured process for employees and beneficiaries to express their grievances on policies and/or action that directly affects them.
- 3. Discussion** :

1. Internal Complaints and Grievances

FSD considers workplace grievances serious matters and must be dealt with in accordance with established procedures.

Disputes/Complaints related to personnel shall be dealt with in accordance with the FSD Staff Rules and regulation on International Staff and on HR Policy of Country office for National Staff.

Other disputes among employees shall be dealt with in the following manner:

- In the first instance, disputes among staff shall be dealt with through face-to-face contact or through detailing their concerns in writing. If possible, the dispute shall be dealt with at this level.
- If the dispute or grievance cannot be resolved, it is to be reported to the immediate supervisor (team leader/coordinator). Where the conflict is between coordinator/team leader and staff, it is to be reported to the Project Manager/ Country Director.
- The employee in line shall take all the possible and reasonable steps to resolve the dispute at this level. This may include facilitating a meeting between the two parties.
- If the dispute has been resolved at this stage, no further action is required, otherwise, a resolution meeting shall be made. A report shall be furnished detailing the issues and the responses already made. This report shall be presented to HQ
- The resolution meeting will involve Deputy Head of Operations/Head of Operations, Country Director, the complainant and the respondent.
 - This will be documented in writing. All parties must agree to deal with this matter privately and agree that any information disclosed will be confidential with the exception of the parties present.
 - After the dispute has been resolved, all parties will be provided with a written record of the complaint, the resolution process and all final decisions.

If Complaints on work capacity, performance and conduct of any employee by the employer (through immediate supervisor), the employee must be informed and he/she must improve his/her work capacity, performance and conduct.

- If, after this discussion, the employer remains concerned about work capacity, conduct or performance of the employee, and finds it falls below the standard required of the employer, a written confirmation of the continuing complaint will be given to the employee.
- If there has been no improvement after two written notices, the employee shall be subject to the applicable labor law of the country which may include dismissal.

2. External disputes and complaints arising from Beneficiaries

FSD encourages beneficiaries to make formal complaints if they believe that:

- The service provided to them was not set to meet the philosophy, policies and procedures of FSD
- The service rendered or goods provided are deemed to be below satisfactory standards

All complaints will be dealt with fairly, promptly, confidentially, and without retribution.

All complaints by beneficiaries should be directed to the Project Manager/Project Coordinator (or its equivalent). If the complaint is in relation to the Project Manager/Coordinator, the matter should be directed to the Country Director who will then handle the complaint.

All complaints must be made in writing and all subsequent meetings and discussions must be recorded. All records from the complaint must be stored in a confidential location. The complainant will be informed of the progress and outcome of the complaint. If the complaint is not able to be resolved it will be referred to one of the FSD members of the board at transparency@fsd.ch.

It is FSD Policy to maintain complain boxes in camps/areas where the intervention has been made. Complaints received are dealt with as follows:

- FSD will make contact with the complainant and the complaint will be recorded and dealt with to whatever degree is appropriate. Anonymous complaint shall not be acknowledged.
- Each complaint shall be dealt with on an ad-hoc basis.

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