



Bangladesh Integrated Social Advancement Programme (BISAP)

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Complaints Policy

Receiving feedback and responding to complaints is an important part of improving Bangladesh Integrated Social Advancement Programme accountability. Ensuring our stakeholders can hold us to account will improve the quality of our work in all over the Bangladesh.

Scope

This policy applies to Bangladesh Integrated Social Advancement Programme and is National in its application. A complaint can be made by any supporter, other organization, community or individual with whom we work, or any member of the public whether an CBO, NGO's or other entity, in the Bangladesh for anywhere else in the world.

Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by Bangladesh Integrated Social Advancement Programme or its staff and associated personnel. It is a criticism that expects a reply and would like things to be changed. Complaints could include the following (which is not an exhaustive list):

- Concern from someone we work with about the quality of programme delivery
- Concern from a member of the public or supporter about a particular fundraising approach or campaign action
- Concern about the behavior of staff or associated personnel

A complaint has to be about some action for which Bangladesh Integrated Social Advancement Programme is responsible or is within our sphere of influence.

A complaint is not:

- A general inquiry about Bangladesh Integrated Social Advancement Programme work
- A request for information
- A contractual dispute
- A request to amend records e.g. to correct an address, cancel a donation
- A request to unsubscribe from an Bangladesh Integrated Social Advancement Programme service e.g. a campaign newsletter or email

The complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the countries in which we operate. Such issues will be dealt with by the relevant regulatory body.

Procedures for making a complaint

It is hoped that most complaints or concerns about Bangladesh Integrated Social Advancement Programme work or behavior can and will be dealt with informally by staff or volunteers at a local level. However, it is recognized that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organization wishes to make their complaint a matter of record and to receive a formal response.

How to make a complaint

All formal complaints should be made in writing either directly from the individual or organization making the complaint or via someone acting on their behalf. See below for details about to whom to address a complaint.

Who can make a complaint?

This policy is global in application. A complaint can be made by:

- Any supporter
- Partner organization
- Community or individual with whom we work
- Any member of the public whether an CBO, NGO's or other entity in the Bangladesh or around the world.

Who is not covered by this policy?

Complaints by staff are governed by Bangladesh Integrated Social Advancement Programme procedures for dealing with problems in the workplace, and Anti Bullying and Harassment policy. Complaints relating to serious incidents such as fraud and corruption or safeguarding concerns will be dealt with through the relevant policy and procedures.

Accessibility, Safety & Anonymity

No detriment to people raising concerns/making complaints: We work to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

Anonymous concerns/complaints: We accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.

Accessibility: We will ensure that information about how and where concerns or complaints may be raised to or about us is well publicized. We will ensure that our systems to manage this information are easily understood and accessible to everyone, particularly people who may require assistance. If a person prefers or needs another person or organization to assist or represent them in the making and/ or resolution of their concerns/complaint, we will communicate with them through their representative if this is their wish.

No charge: Complaining to us or raising concerns is free.

Confidentiality: information related to a complaint is only shared on a need-to-know basis among those directly handling or overseeing the complaint. As a general rule, names or personal details of those individuals involved will not be shared. If it is necessary to disclose information to 3rd parties this is decided on a case-by-case basis and, as far as possible, with the agreement of the person who has raised the complaint, except in cases of criminal activity.

Referrals

Involving multiple agencies: Where a concern or complaint involves multiple organizations, we will work with the other organization/s where possible, to ensure that communication with the person raising the concerns or complaint and/or their representative is clear and coordinated bearing in mind confidentiality considerations and timeliness.

About partner organizations: We expect our partners to have an accessible and comprehensive system for managing concerns and complaints. If we receive a concern or complaint about a partner organization, we will refer it to them, if it is safe to do so.

Suggest criminal activity: Concerns or complaints that suggest criminal activity should be reported in line with local legislation, but only if it is safe to do so. The procedures do not apply to concerns or complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the Bangladesh or other countries in which we operate. Such issues will be dealt with by the relevant regulatory body.

Safeguarding [if there is no expertise within your organization]: For concerns or complaints that suggest a safeguarding issue has occurred, we will work with Stakeholders to ensure specialist advice and support is available to the individual(s) and our organization as required

Outline Policy

[A policy is not a procedure. Policies communicate guiding points whereas a procedure is a series of steps to be followed. Your organization may consider developing a procedure to accompany its policy to provide step by step guidance on how to manage feedback/concerns/complaints.]

It is hoped that most complaints or concerns about Bangladesh Integrated Social Advancement Programme work or behavior can and will be dealt with informally by staff or volunteers. However, it is recognized that not all issues can be resolved in this way and that a formal process is required on some occasions. Where this is the case [outline next steps for acknowledgement of complaint, investigations, management of complaint, ongoing communication]

How to make a complaint

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Accountability and Learning

We are committed to improving the effectiveness and efficiency of our complaint management system. To this end, we will regularly review the complaints management system and adapt or revise practices in light of analysis of complaints received. Any data used will be anonymized and kept securely

Related documents

The following related Policy is being used for implementing Program:-

- Monitoring and Evaluation Policy
- BISAP of Code of Conduct
- BISAP of Anti-Fraud, Bribery and Corruption Policy
- BISAP Data Protection Policy
- BISAP Gender Policy
- BISAP of Complaint Redressal Policy
- Sexual Exploitation and Abuse (PSEA) Policy of BISAP
- BISAP Child Protection Policy & Code of Conduct
- Girls and Woman Safeguarding Policy
- Human Resources Policy Manual

- Procurement Policy
- BISAP Conflict of Interest Policy
- Whistleblower Protection Policy of BISAP
- Asset Management Policy of BISAP
- Federation BY-LAWS for Grassroots' People
- BISAP Financial Management Policy
- Service Rules
- BISAP Constitution

