

## Complaints Response Mechanism (CRM)

CRMs enable our stakeholders to safely raise a concern or make a complaint in respect of our work and to be assured that appropriate action will be undertaken.

### Complaints

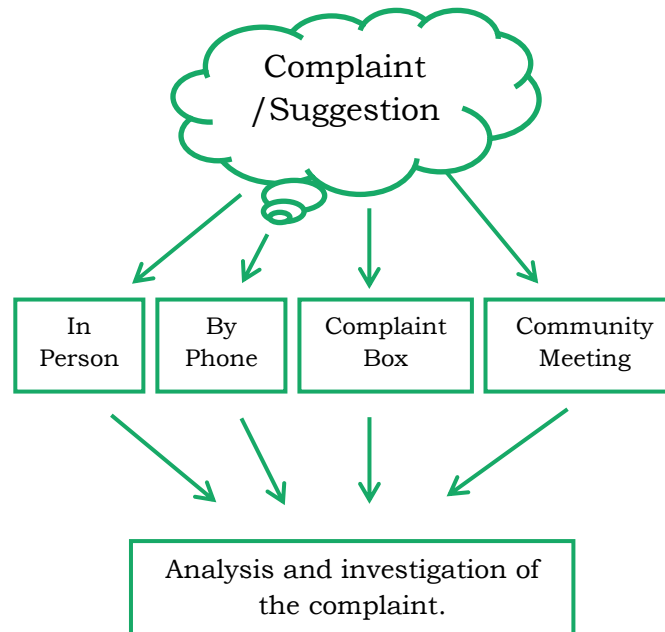
A valid complaint is a complaint about actions for which Concern is responsible and is both relevant and within the control of Concern. Concern is accountable for the promises and the commitments we make, what we do and how we do it.

Concern responds to complaint regarding:

- Concern programme decisions such as targeting of the goods/service and beneficiary selection criteria;
- Quality and quantity of the goods/services provided by Concern or Partners;
- Appropriateness of the goods/service received from Concern or Partners;
- Behaviour of Concern or Partner staff, or anyone associated with our programmes;
- Misuse of Concern's funds;
- Adequacy/accuracy of information provided by the organisation.

## How to make a complaint

Complaints can be made directly to Concern or Partners through the following channels;



All complaints received are documented in a "Complaints Register" and investigated/responded to in a timely manner.

## Who can complain?

- Beneficiaries of programmes delivered by Concern/ Partners
- Non-beneficiaries within the area where Concern /Partners work
- Partner staff
- Concern staff
- Other stakeholders affected by Concern's work, including local leaders, government representatives, other organisations and participants in our supply chain.

## Concern Contact Details for Complaints

<b>Islamabad</b> Tel: 0302-8500356	
<b>Quetta</b> Tel: 0300-501 6617	<b>Abbottabad</b> Tel: 0307-5550218
<b>Hyderabad</b> Tel: 0302-8112137	<b>Multan</b> Tel: 0300-5016618



### **Our Identity:**

Concern Worldwide is a non-governmental, international humanitarian organisation dedicated to the reduction of suffering and working towards the ultimate elimination of extreme poverty in the world's poorest countries.

### **Our Vision for Change:**

A world where no-one lives in poverty, fear or oppression; where all have access to a decent standard of living and the opportunities and choices essential to a long, healthy and creative life; a world where everyone is treated with dignity and respect.

### **Our Mission:**

Our mission is to help people living in extreme poverty achieve major improvements in their lives which last and spread without on-going support from Concern. To achieve this mission we engage in long term development work, respond to emergency situations, and seek to address the root causes of poverty through our development education and advocacy work.

**Concern in Pakistan:** Concern has been working in Pakistan since 2001 implementing humanitarian and long-term development programmes in Sindh, Punjab, Khyber Pakhtunkhwa and Balochistan. In Pakistan, Concern works through local Partner organisations in both development and emergency contexts. Built upon the principles of accountability and transparency, capacity building and the provision of support underpin each partnership to promote the highest quality work with our beneficiaries. Concern's work focuses on Livelihoods, Water, Sanitation and Hygiene, Nutrition and Disaster Risk Reduction.

## **Accountability**

Concern Pakistan is committed to being accountable to our stakeholders and to fulfilling our responsibilities under Concern Worldwide's accountability commitments, including our commitments to:

- Be open and transparent with sharing information and to improve the means by which we provide information;
- Enable beneficiaries to participate throughout the programme cycle to ensure that beneficiaries' participation influences both programme design and decision making;
- Learn from our experience and make changes to our management systems in light of lessons learned and feedback from stakeholders;
- Encourage feedback and enable our stakeholders to safely raise concerns about our work, and to be assured that appropriate action will be undertaken and response given;
- Develop the competencies of our staff;
- In consultation with our local partners, assess and agree a capacity building plan on how to improve mutual accountability and accountability to beneficiaries.

## **Programme Participant Protection Policy (P4)**

### **What is P4?**

P4 is a Concern policy which seeks to prevent and reduce abusive behaviour towards programme participants, especially beneficiaries. All Concern staff, Partner organisations, consultants, contractors and suppliers\* are signatories to Concern's P4 policy.

### **P4 Key Messages**

- Beneficiaries are entitled to programme information e.g. the programme objectives, selection criteria, distribution processes etc.
- Concern/Partner staff must deliver assistance without discrimination.
- Concern/Partner staff must never engage in any form of humiliating, bullying, intimidating, degrading, abusive or exploitative behaviour.
- Concern/Partner staff are prohibited to solicit or accept bribes, rewards, gifts or sexual favours from beneficiaries.
- Concern/Partner staff must never engage in inappropriate behaviour with a child (a person under the age of 18) which could be deemed to be sexually offensive, provocative or abusive.
- Concern/Partner staff must declare any potential conflict of interest between personal interests and the interests of Concern/Partner.
- Concern/Partner staff must ensure all funds and resources are used appropriately.
- Beneficiaries are encouraged to report any grievance or violation of the P4 standards through the Complaints Response Mechanism.
- Concern/Partner staff are obliged to report any behaviour which violates the P4 standards to Concern/Partner management.

\*Hereafter only Concern/Partner staff are explicitly referred to; however, the P4 Key Messages apply to all stakeholders including consultants, contractors and suppliers any other person working with Concern.