



**COMPLIANT  
MANAGEMENT  
POLICY**

**JDF**

**JIREH DOO FOUNDATION**

**VOLUME NUMBER: REV/OCT/2021/001**

DETAILS	REVIEWED BY	APPROVED BY
Name	Board Members	Rosemary Hua. N.
Title	YONGU, PAUL Yongu Paul	BOT CHAIRPERSON
Signature/Date	Grace Magaji Magaji Josephine Haba	 1/10/2021

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The conditions and obligations will be applicable to staff members, volunteers, partner's staff, interns, target communities, Government partners, partner agencies or organizations and representatives who may be benefitting/executing a project or undertaking any other work funded by Jireh Doo Foundation.

## 1.0. Introduction:

This policy statement is designed to enable Jireh Doo Foundation have a formalised Complaints Handling Mechanism (CHM) to provide a safe, accessible and effective channel for partners, staff, individuals and stakeholders to exercise their right to raise complaints and for a response or redress to be given and the right to appeal to an external organization for review or investigation if they are not satisfied with the response. Jireh Doo Foundation appreciates and adapts the principles of HAP, to improve the quality of its services and its accountability to stakeholders. In setting up a complaints mechanism, Jireh Doo Foundation is demonstrating its openness to learning. Jireh Doo Foundation welcomes and encourages complaints and feedback as helpful information that can assist us in improving our responses and projects, rather than avoiding them and seeing them as failure or unnecessary criticism. The policy details the steps and processes Jireh Doo Foundation would have to adopt from the time a complaint is made, up to the time a resolution report is finalized and accepted by the complainant. An effective office-based CHM will promote accountability, allowing beneficiaries, staff and other stakeholders to report minor or major concerns about Jireh Doo Foundation's work.

## 2.0. Aims:

Jireh Doo Foundation aims to be an open, fair, transparent, and learning organization, accountable for its action and able to meet high standards of public and stakeholder reporting. Our commitment is to ensure the respect and dignity of those wish to raise an issue, concern or complaint, alert us to problems in our work, allow us to rectify mistakes; to manage risk, protect and guide Jireh Doo Foundation staff in handling complaints and help to continuously learn and improve our accountability to our partners and beneficiaries.

## 3.0. What is a Complaint?

A complaint is an expression of discontent, regret, pain, dissatisfaction, negative feedback, resentment or grief. For this document, a complaint is *"an expression of dissatisfaction by the stakeholders about the standards of services provided by Jireh Doo Foundation, its staff, its partners, partners' staff, volunteers"*. This is an expression, feedback or criticism with the expectation of response, and with objective to improve the practices, change condition and to redress the complaint to satisfy the complainant.

Feedback may be either positive or negative comment relating to our work.

A complaint must include the following but not limited to concerns about;

- The programme delivery
- Conduct and behavior of staff and partners
- Failure of applying standard procedures, criteria and practices
- Disrespect for community cultural norms
- Failure in following the principles of empowered partnership and implementation
- Misuse of funds
- Exclusion of the qualified persons from assistance



#### 4.0. Types of Complaint:

Non sensitive complaints would generally be concerns from stakeholders about the quality of program delivery such as

- ✦ Funding and Programme Decision.
- ✦ Jireh Doo Foundation's advocacy position.
- ✦ Situations where the complainant did not receive the services at the time that was supposed to be given as promised and not given a proper reason why.
- ✦ When there is concern from a partner/donor/stakeholder about a particular fundraising approach.
- ✦ Concern about behavior of Jireh Doo Foundation's staff while executing a project or undertaking any other work in the name of Jireh Doo Foundation.

Sensitive complaints may include, but is not limited, to the following:

- Issues relating to financial abuse
- Issues related to physical misconduct by staff/ consultants, interns/volunteers/, which include sexual harassment and/or abuse
- Issues that will have a long term personal impact on the lives of beneficiaries, staff and/or the organization.
- Issues relating to other types of abuses of power by Jireh Doo Foundation's staff.
- Issues relating to major negligence by Jireh Doo Foundation's staff in providing services which causes situations to deteriorate.

Sensitive complaints are to be treated with utmost confidentiality and will often involve more detailed investigation. It is possible that with sensitive complaints the local laws of the country may come into play.

#### 5.0. Who can complain?

Anyone who is benefitted/funded/affected by Jireh Doo Foundation's service (previous/current/proposed) can raise a concern/complaint. It could include, individuals officially representing a partner organisation, individual member of staff of a partner organisation, proxies for a member of staff of a partner organisation, allies such as other NGO's and agencies, donors and other stakeholders affected by the implementation of Jireh Doo Foundation funded projects (this could include beneficiaries of the project, local leaders, government representatives etc).

Anonymous complainants should be aware that nothing can be done by Jireh Doo Foundation, unless sufficient information about a complaint is provided to enable an investigation to be conducted. Anonymous issues should still be registered though a follow up contact and where sufficient evidence is provided, the case can be followed up accordingly.

It also aims to ensure that all complaints made will be treated confidentially where appropriate, and will be investigated thoroughly and fairly.

### Complaint Channels:

Informal	<ul style="list-style-type: none"><li>Over the phone 08036283457, 08093924496</li><li>Verbal: During field visits and events</li><li>Complainant visiting JDF office</li></ul>
Formal	<ul style="list-style-type: none"><li>Complaint Box at Jireh Doo Foundation Office</li><li>By Post</li><li>By Email at jirehnig@yahoo.com</li></ul>

\_\_\_\_\_ and the right to withdraw a complaint due to lack of sufficient evidence from the complainant  
\_\_\_\_\_ when the complaint is seen to be malicious.

\_\_\_\_\_ complaint channels might vary depending on the preferences of the target audience

### Time Limit for making a Complaint:

\_\_\_\_\_ complaint should be made as soon as possible. They must be made no later than one month  
\_\_\_\_\_ the date of occurrence of event that is the source of the complaint. This gives adequate time  
\_\_\_\_\_ the complainant to have considered their arguments, and for all relevant facts to remain fresh.  
\_\_\_\_\_ departure from this time limit will be allowed only in exceptional circumstances.

### Complaints Handling Procedure:

\_\_\_\_\_ are nine steps in the management of complaints directed to Jireh Doo Foundation Nigeria:

\_\_\_\_\_ **gement, Resolution & Investigation**

\_\_\_\_\_ **esponse:**

\_\_\_\_\_ knowledge or response will be provided to all complainants within 2 working days of  
\_\_\_\_\_ the complaint.

\_\_\_\_\_ **exploration and analysis:** Depending on the nature of the complaint (sensitive and non  
\_\_\_\_\_ ive) the National Coordinator will constitute an Enquiry Committee; this committee may have  
\_\_\_\_\_ Doo Foundation staff as a member. The National Coordinator will be part of the decision  
\_\_\_\_\_ ing process with regard to committee members. In case the complaint is against the National  
\_\_\_\_\_ inator, the Board of Trustees Chairperson can consult any senior member of the BOT. To  
\_\_\_\_\_ ain independence and neutrality, external people can be involved. Any decision about the  
\_\_\_\_\_ osition of the Enquiry Committee will be finalised, keeping the complainant aware, in case  
\_\_\_\_\_ e is having any valid objection about any individual decision, it will be reviewed.

\_\_\_\_\_ **omplaint confirmation:** A response to the complainant summarising the validity or otherwise  
\_\_\_\_\_ complaint, and further options available to the complainant will be provided within 5 working  
\_\_\_\_\_ If there is some delay the complainant must be advised of the circumstances and their  
\_\_\_\_\_ ment to extend the deadline may be sought. All extensions of time must be recorded and  
\_\_\_\_\_ ned to the complainant.

\_\_\_\_\_ **omplaint resolution:** Based on the formal/Informal ways the sensitive and non-sensitive  
\_\_\_\_\_ aints that are filed, National Coordinator, Program Manager and the HR Department shall be  
\_\_\_\_\_ ed and as appropriate a Complaints Handling Committee shall be formed to investigate and  
\_\_\_\_\_ le recommendations for corrective actions. If the complainant is not satisfied with the  
\_\_\_\_\_ on, he/she has the 'Right to Appeal', and if the appeal is sensitive, the BOT and in the case of

non-sensitive, any relevant partner will be involved in the final redressal/decision. At all levels, confidentiality shall be maintained, based on the request of the complainant.

**8.5. Feedback:** The complainant should be contacted within 7 days to obtain feedback. This feedback should be aimed at establishing the extent to which the complainant was satisfied with how their complaint was handled, views on the resolution of the complaint and seeking positive feedback. This feedback should be recorded.

**8.6. Review:** The National Coordinator/HR Manager may sign all Stage 1 responses or delegate this responsibility to a Line Manager. If the complaint is unresolved within the specified time period and the complainant has filed an appeal, or the case is complex, the National Coordinator may refer the complaint to the BOT for sensitive complaints and a relevant partner for non-sensitive complaints.

#### Data & Development

**8.7. Recording:** The HR manager will maintain the Complaint Tracker and register all complaints including copies of the original complaint, investigation notes and final response.

**8.8. Effectiveness:** National Coordinator and the HR manager will review the system for effectiveness. Information gathered is to be used to recommend improvements to policy and practices within Business Units.

**8.9. Accountability:** Summary data and findings from Complaint Audit about the number, nature, outcomes and recommendations arising from the complaints will be utilised for further strengthening the compliance.

#### 9.0. Time Line for Complaint Redressal:

	Stages	Steps	Day 1	Day 2-4	Days 5-7	Week 2	Week 3	Week 4
Informal Complaints	I	Complaint Sharing						
		Informal Redressal by Local Staff/Manager						
		Redressal by Line Manager						
		Complaint Registration						
		Response to the complainant						
Formal Complaints	II	Complaint Registration						
		Setting up of Complaints Handling Committee						
		Investigation, recommendations for the redress and remedial action						
		Response to the complainant						
	III	Right to Appeal						
		Redressal by Divisional Head for Non-Sensitive and International Director for Sensitive Appeals						

#### 10.0. Complaints Audit:

Complaints will be recorded onto an internal Complaints Register. It will have restricted staff access, and will support complaints being logged on receipt, actions tracked and outcomes recorded. The Complaints Tracker would help to monitor the type of complaints received, the procedures followed and from where the complaint originates. Reports will be generated and distributed regularly to senior management.



An internal team and an external expert (selected by National Coordinator) will be involved in conducting a quarterly 'Complaint Audit', which will look at the number and nature of complaints received, processed, feedback given, time taken, number of appeals, challenges and lessons learnt etc.

## 11.0 Responding to Complaint

### Basic Principles:

Allow the complainant to be heard  
Make the complainant feel respected  
Offer an apology where appropriate  
Protect the complainant and the accused before full investigation is completed

Make the complainant feel understood  
Provide an explanation or information  
Take action promptly.  
Ensure confidentiality with information provided  
complainant will be required to sign for JDF to process complaint

### Verbal Complaints:

- listen to the complainant courteously;
- repeat your understanding of the problem back to the complainant to check that you have understood;
- if the complaint is unclear, ask what it is they want to happen or have done;
- decide what action you can take to resolve the complaint on the spot;
- ask the complainant whether that action will resolve the complaint;
- take the agreed action; and
- record the complaint.

### Written Complaints:

#### Responding by phone:

- Acknowledge the complaint promptly;
- Repeat your understanding of the problem to the complainant;
- Decide what action you can take to resolve the complaint;
- Ask the complainant whether that action will resolve the complaint;
- Tell the complainant what will happen, who will be dealing with the matter and how they can be contacted;
- Take the agreed action; and
- Record the complaint.

#### Responding by mail/email:

- Decide what action you can take to resolve the complaint;
- In your letter or response ensure that:-
- You acknowledge that you have received the complaint;
- You outline your understanding of the problem;
- You suggest action to resolve the complaint;
- Explain what will happen next; and
- Give your name and phone number as contact;
- Take the agreed action;
- Record the complaint on the complaints register; and
- Thank the complainant for providing feedback to you.

Annex 1

JDF Complaint Registration Form

Name and Designation of Complainant: \_\_\_\_\_

Name and Designation of Respondent: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Office Use Only

Complaint No: \_\_\_\_\_

Senior Manager: \_\_\_\_\_

Officer: \_\_\_\_\_

Follow Up: Yes/No: Date \_\_\_\_\_

Date Completed: \_\_\_\_\_

Complaint Category: Job Related ☐ Organization Related ☐ Project Related ☐

Nature of Complaint: Sensitive ☐ Non Sensitive ☐

Type of complaint: Confidential ☐ Open ☐

Description of Issue: (You may expand this box vertically- if needed)

Relevant Evidence attached:

1.

2.

3.

Proposed Solution: (You may expand this box vertically- if needed)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please return completed form to: Head of Jireh Doo Foundation Country Office.  
No 1 Shaaho Ikura Close, Off Homa Hospital road, High level Makurdi, P.O Box 1660 or Email to:

We aim to acknowledge all complaints within 5 working days. Thank you for your opinion. We will do what we can to resolve your concern.



**OFFICE USE ONLY:**

Complaint Category: \_\_\_\_\_

Senior Manager Responsible: \_\_\_\_\_

Assigned Officer: \_\_\_\_\_

Action Taken: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Comments:**

\_\_\_\_\_

\_\_\_\_\_

Followup Required:

Yes

No

Complainant Notified:

Yes

No

Complaint Channel: \_\_\_\_\_

Resolved to the satisfaction of the complainant:

Yes (Date: \_\_\_\_\_)

No

Is it necessary to progress to Stage 2

Yes

No

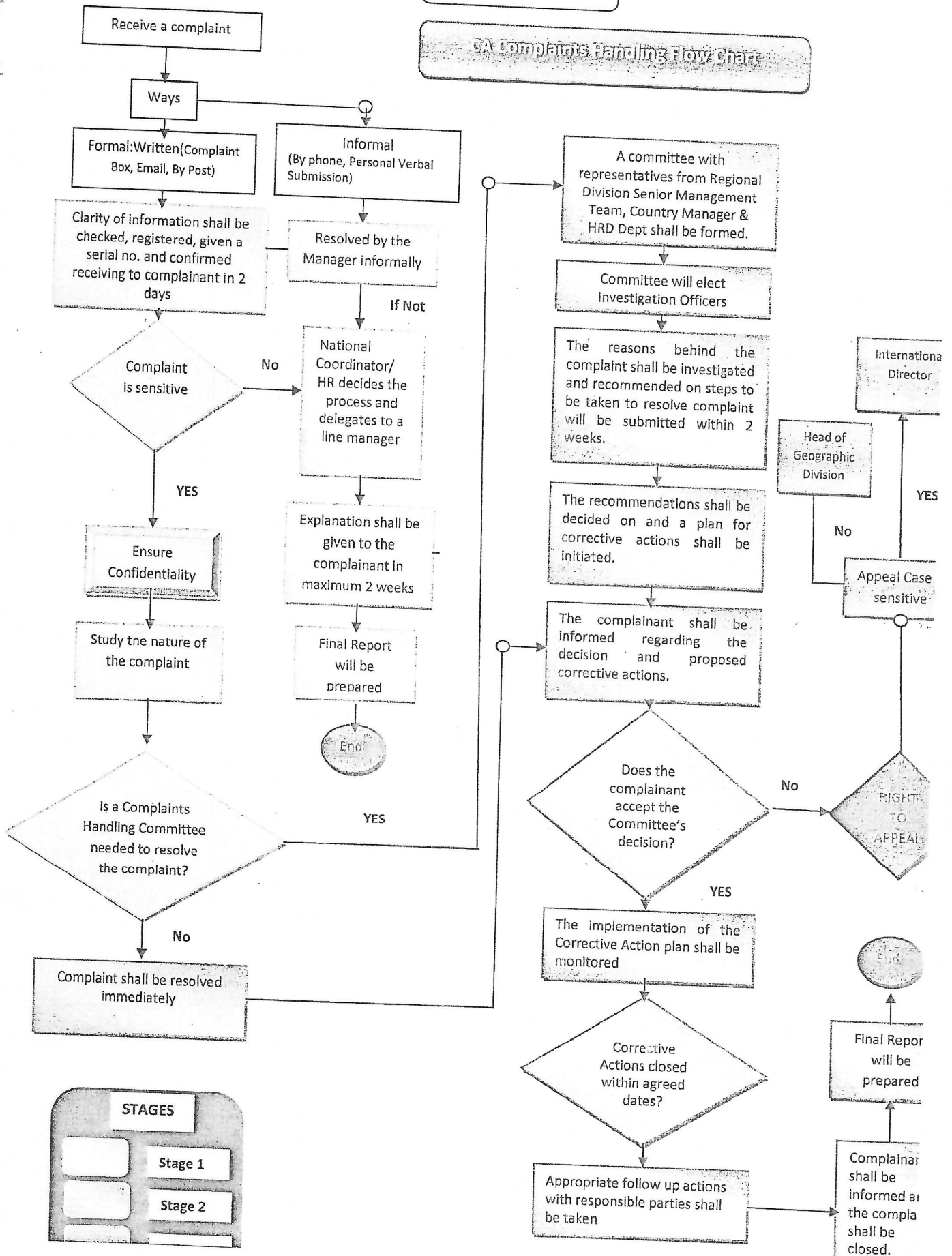
Completed Form Filed

Yes (Date: \_\_\_\_\_)

No

## Annex 2

### CA Complaints Handling Flow Chart



#### STAGES

Stage 1

Stage 2



Annex 3

## Rights and Responsibilities for Complainant & Respondent

### Complainant's Rights:

A person making a complaint can expect to:

- Have complaints treated as genuine and properly investigated;
- Be given appropriate and easily understood information regarding the complaints process; and
- Participate in decisions relating to the resolution of their complaint.

### Complainant's Responsibilities:

You are expected to:

- Clearly identify the issues of complaint;
  - Give Jireh Doo Foundation all the available information in support of your complaint (formal or informal mode) at the time of making the complaint
  - Cooperate with Jireh Doo Foundation's enquiries and investigations
  - Treat Jireh Doo Foundation's staff with courtesy and respect.
  - Inform the Complaints Handling Committee of any changes to the nature of your complaint.
  - Inform the Complaints Handling Committee if you no longer wish your complaint to be investigated.
- 

### Jireh Doo Foundation's Responsibility:

- Deal with complaints professionally, efficiently and impartially;
- Make the complainant aware of the progress towards the resolution of their complaint;
- Provide clear reasons for decisions reached; and
- Treat complainants with courtesy and respect

**Annex 4**

## Complaint Register / Tracker

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