

 Interpeace <small>INTERNATIONAL ORGANIZATION FOR PEACEBUILDING</small>	Interpeace Policies and Procedures Manual
	Policy Name: Feedback and Complaints Policy and Procedure
Issuing Department Operations	Approved By Vice President / Chief Operating Officer
Effective Date 23.01.2019	Release Date 23.01.2019
Scope This policy and procedure are intended for use by anyone who has interaction with Interpeace as an organization, or with Interpeace and its position on policy issues, if they wish to provide constructive feedback or comment, or feel that Interpeace may have fallen short of what they could reasonably expect or that Interpeace’s position on a policy issue may have caused them harm. The policy and associated formal procedure apply in instances where day-to-day recommendations or complaints cannot be resolved swiftly in an informal manner.	

Contents

1. Purpose	1
2. Submitting feedback or a complaint.....	2
3. Interpeace’s response.....	2
Annex 1: Reporting through the external whistleblowing agency	3

1. Purpose

Interpeace strives to conduct all of its operations with honesty and integrity, and places great value on maintaining strong, trustful relationships with all external organizations and individuals with whom it engages on a day-to-day basis. We seek to promote an open, collaborative culture and greatly appreciate all feedback, positive or negative, that can help us reflect on how to better achieve our goal of building sustainable peace.

However, we recognize that there may be times when organizations or individuals may feel that Interpeace’s performance does not meet reasonable expectations, or that Interpeace’s position on a particular policy issue may have caused them harm. We would expect the majority of feedback, critiques or complaints to be taken up and used where useful in an informal, efficient manner with the member of staff concerned. The more formal procedure outlined below may be used where informal communication does not resolve the issue.

2. Submitting feedback or a complaint

Feedback may be given or complaints made in person, by telephone, letter or email to the Vice President / Chief Operating Officer, who will acknowledge receipt of any feedback or complaint in writing within ten working days.

If you wish to submit feedback or a complaint, contact:

Vice President / Chief Operating Officer
Interpeace
Maison de la Paix
Chemin Eugene-Rigot 2e
1202 Geneva, Switzerland
Tel: +41 22 404 59 00
Email: coo@interpeace.org

In the case of a complaint, in addition to stating its nature and circumstances, the complainant is strongly encouraged to state the remedial action they wish to be taken. If the complaint is about the Vice President / Chief Operating Officer, the complaint should instead be addressed to the “President of Interpeace” (marked “Confidential”).

In cases where the complainant needs to remain anonymous, the complaint relates directly to the Vice President/COO, or is of major public interest, the Whistleblowing Procedure may be pursued. The relevant extract of Interpeace’s Whistleblowing Procedure is included in Annex 1. As previously stated however, pursuing a complaint with Interpeace directly should be the first option considered.

3. Interpeace’s response

The Vice President / Chief Operating Officer (or President) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received and acknowledged. If the complaint is found to be justified, the Vice President / Chief Operating Officer (or President) will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel consisting of two members of Interpeace’s Governing Board, which will include at least one Honorary Officer (i.e. Chair, Vice-Chair or Treasurer). Any appeal must be lodged 14 days from the date of the original findings of the complaint’s investigation being communicated in writing to the complainant. The appeal will be dealt with within 20 working days of the receipt of the wish to appeal by the complainant.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final, and no further action is possible.

During these steps in the process above, the complainant may have the support of a friend or other contact in making their submission, but not a legal representative.

The Vice President / Chief Operating Officer (or President) will keep Interpeace’s Governing Board informed of the number and nature of complaints, and the outcomes, on at least an annual basis.

Annex 1: Reporting through the external whistleblowing agency

For complainants who would like to report anonymously, Interpeace has partnered with a third party (Anderson, Anderson & Brown LLP), which provides an anonymous online reporting mechanism (SeeHearSpeakUp) described below.

Any complaint sent to the external whistleblowing agency will be shared with the Whistleblowing Compliance Manager. In the case that the Whistleblowing Compliance Manager is reported, the complaint will be submitted to the President of Interpeace.

There are 3 ways of filing a complaint through the external whistleblowing agency:

1. Call SeeHearSpeakUp call handlers on **+44 1224 379303**. The external whistleblowing hotline is operated 365 days a year, 24 hours a day. All call handlers are professionally trained and qualified to ensure that you are dealt with in a professional and confidential manner.
2. Report online via the website at www.seehearspeakup.co.uk/en/file-a-report. You will need Interpeace's username and password to login. The details are as follows:

USERNAME – Interpeace
PASSWORD – Interpeace796

3. Email your concerns to SeeHearSpeakUp at report@seehearspeakup.co.uk. When emailing please state the organisation you work for in the subject header. SeeHearSpeakUp will not disclose the identity of the complainant.

The Web report requests for details as follows:

- Name and contact information (for those cases that a non-anonymous complaint is to be filed)
- Details of Persons Involved
- Details of Incident (it will be useful to use the categories indicated in pg. 2-3 at definitions of whistleblowing to support categorizing the report)
- Submit Report

Once the report is submitted, the complainant will be provided with a unique PIN number, so they can monitor the progress update by Interpeace even in an anonymous manner. See the example below:

Thank you. Your Concern Has Been Received.

Your unique PIN code is:

MA0365 

Please keep this safe and quote it whenever you contact us again regarding this matter.

Handling of Reported Violations

Once a concern is raised, Interpeace Management or Governing Board will carry out an initial assessment to determine the scope of any investigation. For reported violations of the physical integrity of the complainant, special measures will be considered promptly.

Details may be requested to the whistle-blower directly or through the external agency if an anonymous report is made. Interpeace will provide written confirmation that details of the concern have been received within 10 working days of receipt. Information will be provided as to:

- Whether or not further information is required and if the complainant may be required to attend meetings to provide additional information (if so, it can be arranged away from the workplace);
- How Interpeace proposes to deal with the matter;
- Whether any initial enquiries have been made; and
- Whether further investigations will take place and, if not, why not.

In some cases, Interpeace may appoint an investigator or team of investigators including staff with relevant experience of investigations or specialist knowledge of the subject matter. The investigator(s) may make recommendations for change to enable Interpeace to minimise the risk of future wrongdoing.

The amount of contact a complainant might expect to have with the person(s) considering the issues will depend on the nature of the matters raised, the potential difficulties involved, and the clarity of the information provided.

The Whistleblowing Compliance Manager is committed to keeping the complainant informed of the progress of the investigation, its likely timescale, and the outcome of the investigation. However, sometimes legal constraints or the need for confidentiality may prevent Interpeace giving specific details of the investigation or any disciplinary action taken as a result. Complainants should treat any information about the investigation as confidential.

If Interpeace concludes that a complainant has made false allegations maliciously or with a view to personal gain, the whistle-blower, if a member of staff, will be subject to disciplinary action.

Escalation

While Interpeace cannot always guarantee the outcome a complainant is seeking, we will try to deal with any concern fairly and in an appropriate way.

If a whistle-blower is not satisfied with the complaint handling or resolution by the Whistleblowing Compliance Manager, this can be raised with the President of Interpeace, as the highest executive figure and therefore maximum responsible (Contact details are set out at the end of this Policy). If no further action, then a complain could be initiated to report the lack of resolution, adding the Whistleblowing Compliance Manager and the President as 'Persons Involved' so that the complaint will escalate to the Governing Board.

Monitoring

The Whistleblowing Compliance Manager will regularly review the effectiveness of Interpeace's Whistleblowing Policy and Procedure in accordance with Interpeace's governance framework.