

South Asia Regional Office

**FEEDBACK / COMPLAINTS
HANDLING POSITION PAPER**

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1. Statement

This position paper applies to the South Asia Regional Office (henceforth known as SARO) and is regional in application.

The objective of SARO feedback position paper is to ensure that feedback / complaints received are heard, recorded and resolved in an effective and professional manner in accordance with CBM organizational principles and values. The position paper aims to promote transparent dialogue, clear communication and to encourage feedback.

SARO welcomes feedback on our operations and conduct as an organisation. All feedback, including complaints, is considered vital to CBM's value of professionalism. The SARO Feedback / Complaints Handling Procedures enhance CBM's accountability to our stakeholders and ultimately strengthen our development work. CBM recognises that despite our striving for excellence, there will be areas of our work that require improvement. The CBM Feedback / Complaints system is a crucial part of identifying areas of service that need improvement, to respond to and resolve individual dissatisfaction and to strengthen the relationship between SARO and their partner organizations.

SARO is committed to:

- Deal with feedback and complaints in accordance with this position paper
- Encourage members of the partner organization dissatisfied or wanting to provide feedback to CBM to lodge feedback/complaints to SARO and facilitate such action.
- Ensure that partners and their staff understand the complaints handling procedures.
- Ensure learning from feedback/complaints

2. Definition and Parameters of Feedback / Complaint

Feedback is an opinion about CBM's programme work or service rendered by CBM. The nature of this opinion may be in the positive (a compliment), neutral such as a suggestion for improvement, or it may be in the negative (a complaint). For the purposes of this Position Paper the term feedback is considered as encompassing 'complaints'.

A complaint contains a specific grievance of a stakeholder who believes that SARO has failed to meet a stated commitment. This commitment can relate to a project plan, client criteria, an activity schedule, a standard of technical performance, an organizational value, a legal requirement, staff performance or behaviour, or any other point. While responding to feedback may be optional, a complaint requires an answer.

CBM appreciates and values any feedback regarding an action for which CBM is responsible or is within our sphere of influence.

Feedback is not:

- general queries about CBM's work
- requests for information
- requests for additional budget
- contractual disputes
- requests to amend records, postpone deadlines, transfer funds or goods

CBM reserves the right:

- not to investigate feedback that it judges as unfounded or frivolous.
- to change this position paper at any time

The Feedback / Complaint Handling Position Paper creates no independent legal obligations and no legal recourse in any court against a decision or action taken by CBM.

3. Process for providing Feedback

Feedback i.e. compliments, suggestions or complaints can be sent to the e-mail: feedback.saro@cbm.org. This email address is also provided on the <http://www.cbmindia.org.in/Contact-249015.php> along with this position paper.

Feedback can also be provided in a letter sent by regular mail to:

CBM South Asia Regional Office
Attn.: CBM Feedback Representative
#140, "Commerce Cube",
5th Main, Puttannachetty Road, Chamarajpet,
Bengaluru - 560 018 Karnataka - INDIA

Letters addressed to the SARO Feedback Manager will not be opened by any other staff to ensure confidentiality.

Please always indicate your full name, relationship to CBM and contact information. If you want to provide a complaint, please include as much information as possible (who, where, when, what).

Note for reasons of fairness we do not accept anonymous complaints. We ask the complainant to provide name and contact details, as it would be inappropriate to accept evidence from an unknown source. Accepting anonymous complaints would make it difficult for CBM to assess the case, to find an effective resolution and record it.

Complaints should be provided within 3 months of the relevant incident. In exceptional circumstances CBM may be able to respond to a complaint that is older, although the passage of time may make it harder to resolve the complaint satisfactorily.

4. Principles of CBM Feedback / Complaint Handling Procedures

What you can expect from CBM after lodging your feedback:

Timeliness

SARO aims to respond to all feedback within 5 working days. This response includes seeking to make contact with you to acknowledge receipt of your feedback and update on the resolution progress.

SARO aims to resolve all complaints within one month of receipt. In the event that a complaint cannot be resolved within this timeframe the complainant will be informed about the progress made to date and when they can expect to receive further updates.

Confidentiality

SARO understands that confidentiality is essential to the viability of any feedback system. SARO will record details of the complaint and complainant. Details regarding the complaint will only be provided to the department or individual within CBM with the relevant knowledge/expertise required for resolving the complaint. SARO will ensure the complainant details (specifically any identifying information) are securely filed and only accessible to the trained CBM Feedback Handling personnel. The complainant details will be used to make contact with the complainant to gather further information or update on the progress of feedback.

Mutual Respect

Each complaint is to be addressed in an equitable, objective and unbiased manner. Everyone who makes a complaint to CBM will be treated with courtesy and respect. In return, SARO expects people who lodge a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, SARO reserves the right to withdraw or modify its complaints process.

Data Collection

SARO will log and monitor all feedback that meet SARO's definitions as stipulated in section 2. The outcomes will be analysed to assist in the identification of systemic and recurring problems and/or potential improvements to service delivery.

Part of a learning process

On a regular basis a report is to be generated that provides all relevant non-confidential information relating to received feedback. The report will be reviewed to ensure learning and facilitate continual improvement.

Resources

SARO has committed resources to ensure CBM Management, staff, volunteers and partners are aware of CBM's commitment to receiving, responding and learning from feedback. SARO resources are also allocated for the training of

specific staff to respond to feedback according to CBM's Feedback / Complaint Handling Procedures.

5. Working with Partners

Feedback / complaints handling is an integral part of CBM's programme work. SARO expects all our partners to have or be in the process of developing a feedback / complaints handling system or have similar arrangements. SARO will support partners to develop or strengthen their feedback / complaints handling guidelines and procedures on a case by case basis.