

COAST, Principal Office, Dhaka. Date: 13 May, 2019.

A 'COAST Accountability & Risk Assessment Committee Meeting' was held at PO on 13 May 2019 moderated by the Executive Director (ED). The notes of the meeting were as follows:

SI	Decisions	Responsible professionals	Date line
1.	<ul style="list-style-type: none"> Like this month, the central Complaint and Response Committee Meeting will be held in every month. Before 15 of each month all compilation of complaints from Branch office to Regional Office to principal office will be completed and report will be prepared. The committee will place the report to the ED by 20 of each month. For gender related issue, compilation will be done by Gender focal in Central office, and financial or other complaints, compilation will be done by another CRM committee member. Member secretary of the committee will place the report to ED. ED agreed and approved the action, taken based on complaint against a former staff, who did not do financial dealings with a stakeholder properly. A plan for establishing a hotline number for receiving complaints will be established in the coming days. Feedback and complaint are not the same thing. A technical session will be taken in the next PPMM for better understanding of that of staff. Manisha Thomas form CHS alliance has prepared a draft report on addressing Complaints and Feedback. The extract will be shared in the next meeting. 	<p>M Shahabuddin, MKA FA Rumees</p> <p>Secretary, CRM</p> <p>MIU</p> <p>MIU</p>	<p>Regular</p> <p>During final payment.</p> <p>-</p> <p>13.07.19.</p> <p>Next meeting.</p>
2.	<ul style="list-style-type: none"> HQAI Midterm Audit will be initiated and a letter will be written to HQAI in this regard soon. A letter will be written requesting for subsidy of HQAI audit that will be held in January 2020. 	MIU	13.07.19.
3.	<ul style="list-style-type: none"> A Risk analysis and management committee will also be formed. They will identify low, medium and high risk of different sectors. The risk report format will also come from field to regional office to central office, likewise CRM process. Report will be shared to ED every month. 	AKB/Omour Faruk	30.05.19
4.	<ul style="list-style-type: none"> An external will be included in COAST Gender committee. 2/3 CV of interested external gender experts will be collected and submitted to the ED for selection. 	FA Rumees	30.05.19
5.	<ul style="list-style-type: none"> English translation of "Personal information privacy and secrecy policy" will be submitted. 	BUM	14.05.19

Prepared by-

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