

COAST, Principal Office, Dhaka. Date 19 August, 2019.

A CRM coordination meeting was organized at the PO on 19 August, 2019 chaired by Executive Director. The notes of the meeting were as follows:

Sl	Decisions	Responsible professionals	Date line
1.	<ul style="list-style-type: none"> There should be separate complaint and feedback receiving mechanism through format. It is to be noted that CRM receiving format and mechanism are in place which are maintain in field. CRM Meeting will be held regularly in every month. The name of the CRM Central Committee would be Central CRM Standing Committee. 	FAR	continuing
2.	<ul style="list-style-type: none"> One or two day orientation will be organized at all managers' level to encourage staff and beneficiaries to give us any type of complaint if it is silly or serious. Director will give a circular to all. 	All office head/PCs/SMT	15 Sep
3.	<ul style="list-style-type: none"> Revise/include one clause on protection of complainer i.e. Whistle blowing policy, PSEA, CRMP and Staff protection and security policy. 	FAR	22 August
4.	<ul style="list-style-type: none"> Develop one pager on services of core programs and social development programs for beneficiaries and organize orientation to all staff. Director will give a circular to all. 	PCs and Core Program head	30 August
5.	<ul style="list-style-type: none"> All staff visiting card will be disseminated at grass root level where CRM contact no will be on back side. 	All staff	15 Sep
6.	<ul style="list-style-type: none"> Develop/design a sticker for all COAST's vehicle where CRM contact no will be given. 	BUM/MKA	10 Sep
7.	<ul style="list-style-type: none"> Stop using CRM box at all office. Director will give a notice to all. 	SKB	25 August
8.	<ul style="list-style-type: none"> Develop another format to gather risks of works to be named as Non-financial risk assessment 	SKB/FAR/MIU	31 August
9.	<ul style="list-style-type: none"> Staff will not use Facebook during office time unless it is official or campaign related. The Director will issue a circular in this regard. 	SKB	31 August
10.	<ul style="list-style-type: none"> All personnel's information will be uploaded in the HR software soon. 	SUM	30 Sep

Having no other issues for discussions, the meeting ended up with the vote of thanks by Executive Director.

Prepared by

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19 August, 2019.