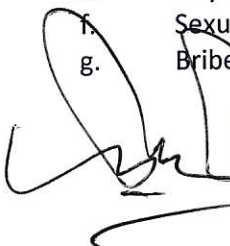


## Complaint and Feedback Response Mechanism Policy

1. Anyone has the right to raise or submit complaint against COAST management, activities or its employees from any strata. The organization, COAST, is committed to accept, respond to and do the needful of those complaints. "COAST Complaints and Response Mechanism Policy" is a description of procedures on how the organization will respond to those complaints.
2. **Submission of Complaint:**
  - a. The complaints can be submitted through any channel; written, over telephone, email, verbally or by using complaint boxes that are setup at the field offices. CRM will have to be open, easy accessible for any one, which has to be visible in any form in all the offices, member participants/program participants and stakeholders.
  - b. All complaints will be mitigated in each level, appeal could be made to the immediate next level after depositing a fee according to the policy. By this process appeal could be lodged to ED level only after exhaustion in previous levels and only after depositing a level of fee. Appeal could be made to Chairperson only after it is exhausted in ED/CEO's level.
  - c. Complaint against ED only could be made to Chairperson. Chairperson has the discretion to initiate formal investigation and mitigation on allegation if the Chairperson finds that the allegation is within the purview of COAST policies. In this case, the Chairperson will ask the complainer to deposit a level of fee to initiate formal process of investigation and mitigation. Chairperson has to follow standard procedures of investigation and mitigation as defined in COAST policies with the assistance of EC members, if it is against ED/CEO.
  - d. All complaints in any level have to be investigated and mitigated by 4 weeks of time.
  - e. Appeal fee will be decided by ED/CEO and Deputy Executive Director and if the compliant has been proved then the appeal fee will be returned to the complainant.
3. A complaint should be responded and resolved within seven (7) days or the complainant will let know the date of settlement otherwise. It, however, should not be taken more than 30 days.
4. Any complaint should not be left without responding and identity of the complainant should be kept anonymity.
5. According to this policy, complaints are the following- quality of COAST work and services, implementation pattern, behavior of staff, a breach of the COAST Foundation policies, guidelines, manuals and code of conducts during implementation, organization's vision, system of holding accountable to the program-participants and stakeholders, etc. Anyone can submit complaint to the COAST authority through any channel describing their dissatisfaction or anxiety on the mentioned issues.
6. **Complaint could include the following:**
  - a. A violation of the COAST policies, guidelines, manuals and code of conducts.
  - b. A concern about the behavior of staff or the quality of the program implementation.
  - c. Staff member involves in any cheating or abusing of power, corruption and misusing of financial resources of the organization for any personal gain.
  - d. Any service implementation that has a direct impact to the people affected by crisis.
  - e. Any activity that has a direct impact to the people affected by crisis or environment.
  - f. Sexual harassment or provide any assistance in exchange of any sexual acts.
  - g. Bribery.



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Chairperson  
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7. The complaints procedures do not apply to COAST complaints mechanism if those complaints are subjected to current investigation by any legal authority of the state. Such issues will be dealt with under the relevant regulatory regime. And, any dispute related to contractual job will not be considered as complaint.
8. **Who can complain:** Individual program participants or a community with whom we work, people's organizations, local civil society, local government body, government, officials, other development partners and any staff of the organization.
9. Branch Manager will be the primary responsible for disposal complaint locally, Regional Team Leader/Regional Program Coordinator is responsible for his/her region and Director- Admin. &SR for central management. Complaints relating to Director- Admin. &SR should be fallen with the Deputy Executive Director and complaints relating to the Executive Director should be fallen with the Chairperson of Executive Committee through email only.
10. **Sensitive and alarming complaints:** The complaints related to sexual harassment, exploitation or abuse and financial corruption would be dealt by the Director- Admin. &SR (for male) accompanying with the Joint Director- GT & CR (for female). If it appears through the investigation is that the alleged employee did the mistake for not knowing properly the rule, procedure, practice or did it unintendedly, and if s/he is loyal to this organization and now feels regret and understood his/her mistakes, then the organization could take a corrective measure than punitive for him/her. The alleged could bring under certain conditions, e.g. providing him/her a warning letter, show cause notice, imposing fine, taking the undertaking, etc. If the alleged employee, however, does the mistake again, s/he will not be considered for corrective measures this time.
11. COAST will set-up a complaint box in its all offices and responsible person will open it daily. S/he will initiate disposal complaints locally based on nature or will send to the Director-Admin. &SR (for male) and Joint Director-GT & CR (for female) using an express service. Nobody is permitted to open the complaint letters but the Director-Admin. &SR (for male) and Joint Director-GT & CR (for female)
12. If it is proved any remissness of staff at any stage in dealing complaints, s/he will be brought under disciplinary action, even it could lead to dismissal.
13. The safety and confidentiality of the complaint messages and source will be maintained except if it is not required by the state law and order authority, and if it hampers the organizational harmony then it will be refrained for disclosing the source of the complaint after having the approval from the Executive Director.
14. If an employee complaints against any employee, s/he has to identify him/herself. If anyone remains anonymous and use fake email ID and address, the organization is not bound to respond to that complaint. If it is identified later on that the anonymous is an employee of this organization, s/he will be brought under disciplinary action.
15. If anyone outside the organization complains anonymous, the organization is not bound to respond to that complaint too.
16. If the complainant does not feel happy about the result of the disposal, then s/he/they can appeal directly to the Deputy Executive Director or the Executive Director. If the complaint is about the Executive Director, then it will be fallen to the Chairperson of Executive Committee.
17. **Complaints that do not fall within the scope of the organization could be referred to. However,**
  - a. The organization could respond to a complaint by a program-participants that does fall with other organization.
  - b. The responsible person of COAST will record the complaint then inform the relevant organization about the complaint received. The person will also let the complainant know about the latest progress of the complaint s/he/they made.
  - c. If the other organization, that it is referred to the complaint, does not respond accordingly, then it will come to a decision of not communicating again with the organization after obtaining an

  
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 Tofall Ahmed, PhD  
 Chairperson  
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approval from the Executive Director. The, the complainant will be informed about the organizational decision.

- d. There might be some issues or organizations or agencies, where COAST might encounter problems and face threat by referring complaints. In that case, it could be stopped referring complaint to those organizations after taking approval from the Executive Director.

**8. Duties and responsibilities of staff/volunteers**

- a. All staff must read this policy, they should have clear understanding on this. They have to abide by this.
- b. Management action can be taken against those who violate this.

**9. Approved by the General Committee and effective date:**


The review of this policy has been approved unanimously in the 6<sup>th</sup> Annual General Meeting which was held on 6 July 2024 at COAST Principal Office, Dhaka, and be effective with no delay.

**10. Review of this policy:**

This policy will be reviewed by 2027 or earlier, if necessary, incorporating significant changes in national and international laws, policies, and human rights declarations.

  
M. Rezaul Karim Chowdhury  
Executive Director/Member-Secretary  
COAST Foundation

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Professor Tofail Ahmed, Ph.D  
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