

ព្រះរាជាណាចក្រកម្ពុជា
ជាតិ សាសនា ព្រះមហាក្សត្រ



គោលនយោបាយបណ្តឹងសាទុក្ខ
និងការណែនាំ

GRIEVANCE POLICY
AND GUIDELINE MANUAL

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BACKGROUND

Buddhism for Social Development Action (BSDA) is a local NGO which was established on the 5th of January 2005 by seven monks founder at Wat Nokor Bachey and registered with The Ministry of Interior on July 05, 2005. BSDA does not work for any political party or promotes the religion of its members.

IDENTITY

BSDA is a community-based organization founded on the Buddhist principles of M  tta to empower vulnerable people and to promote compassionate engagement in Social and Economic Development to contribute to the eradication of avoidable suffering.

VISION

BSDA envisions a society where people are empowered to live independently and have livelihood security.

MISSION

BSDA's mission is to empower and enhance the quality of life of vulnerable people, especially women, children and youth, through education, vocational training, social enterprise, good governance, livelihood and innovation programs, in partnership with others.

CORE VALUES:

Rooted in the Buddhist teachings of Metta practice, BSDA adheres to and promotes the following values:

- **Serving the poor:** improving the livelihoods of poor families
- **Unity:** Building trust, honesty and respect for each other as a family.
- **Democratic Approach:** Promoting collective voice from community members, stakeholders and all levels of staff and engaging them in decision-making processes.
- **Innovation:** Providing a unique opportunity for people to develop their problem-solving through ICT and critical thinking.
- **Integrity and accountability:** In the management and use of aid; being accountable and transparent to communities, donors, and stakeholders.

STRATEGY DIRECTION:

Develop cross-cutting programs that contribute to livelihood security, especially for women, young people and vulnerable groups.

- Integrated & Innovative Programming
- Building strong relationships
- Sustainable Livelihoods
- Funding Sustainability
- Continuing to learn and grow
- Building staff capacity

Definition:

An individual dispute is one that arises between the employer and one or more workers or apprentices individually, and relates to the interpretation or enforcement of the terms of a labor contract or apprenticeship contract, or the provisions of a collective agreement as well as regulations or laws in effect.

Additional overview of the Feedback and Response Mechanism Grievance Policy

THE FEEDBACK AND RESPONSE MECHANISM IS JUST FOR VERY SPECIAL CASES WHEN THE EMPLOYEES CANNOT EXPRESS THEIR OPINIONS THROUGH STANDARD WAYS - E.G. WHEN THEY MEET THEIR DIRECT SUPERVISORS/MANAGERS.

Objective: To introduce the Feedback and Response Mechanism to all BSDA staff to find out their opinions about it. Then, to find out which kind of the FRM we would like to use (phone line, sealed box or regular meetings etc.).

Describe types: Are Sexual Harassment, Fraud, Physical /Mental Violent, Conflict of Interest, Child Right Abuse, Drug Abuse/Alcohol using in working time, Non Accountability...etc.

Introductory part of the FRM to employees

- The Feedback and Response Mechanism (FRM) is a simple mechanism that gives the employees a safe possibility of expressing their opinions or grievance on areas relevant and within the control of the organization = employees can say their opinions, ideas and also complaints about their supervisor, their own project and its activities through the mechanism, which will guarantee them security, confidentiality and response.
- Normally, the most inputs (=questions, opinions, suggestions, complaints) from the employees are resolved within meetings and visits of individual employee by direct supervisor if the issues are concerning his/her supervisor or there is no solution, the employee can ask for a meeting with the HR/Admin Manager or Executive Director (as stated in the Organization Policy Manual).
- However, there can be issues, which are too sensitive and the employee may not be able to discuss openly. In these situations we need a process, which addresses these sensitive situations in a safe and effective way - the Feedback and Response Mechanism.
- It can work for example like this: a Feedback Facilitator - somebody from the organization, who is absolutely independent in terms of the project (someone like a HR/Admin Manager, Program Manager or a Finance Manager of the organization or Management Team who are representatives of all staff), will receive a feedback from employees. He/she will be receiving the feedback through the phone line or email or sealed box. After receiving the feedback, the Feedback Facilitator (someone like a HR/Admin Manager, Program Manager or a Finance Manager of the organization or member of Management Team who are representatives of all staff) will record it into the specific form called the Feedback Form or recording to and submit to the Management Team or Board of Director in the Feedback Box. According to a content of the feedback the Feedback Box will be made up in office. After analyzing, resolving and final decision-making, the Discipline Committee or Management Team or Board will provide the response again through

the Feedback Facilitator to the users. The response will be provided within 14 days.

- Encourage individuals to work together to solve difficulties.
- The parties can be assisted or represented at the hearing.
- Prior to any judicial action, an individual dispute can be referred for a preliminary conciliation, at the initiative of one of the parties, to the Labor Inspector of his province or municipality.

If conciliation fails, the labor dispute shall be referred to settle:

- a) by any arbitration procedure set out in the collective agreement, if there is such a procedure; or
- b) by any other procedure agreed on by all the parties to the dispute; or
- c) by the arbitration procedure provided for in this Section.

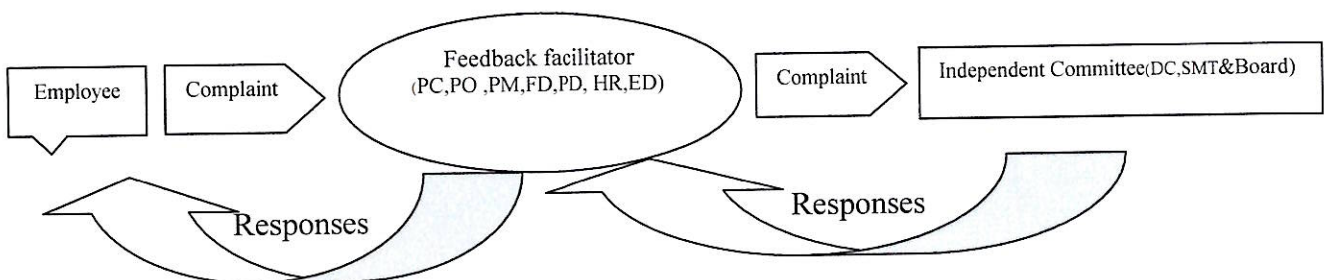
Note:

Please contact/call/email/write letter for any concerns, complaints or other issues related to BSDA's work and project activities. THE FEEDBACK AND RESPONSE MECHANISM IS JUST FOR VERY SPECIAL CASES WHEN THE EMPLOYEES CANNOT EXPRESS THEIR OPINIONS THROUGH STANDARD WAYS.

All of your complains or feedback related to BSDA' work will definitely be solved fairly and safety by Discipline Committee and independence committee of BSDA. Response of feedbacks will be replied by feedback facilitator.

រចនាសម្ព័ន្ធផ្តល់ព័ត៌មានត្រឡប់

Structure of feedback:



Changes to the guideline

As and when there is a need to amend or change anything in this guideline, the staffs shall discuss these issues in the staff meeting, reach a consensus and make suggestions for change to the Senior Management Team. After Senior Management Team agreement the suggested changes shall be put before the Board for approval. No amend mentor change to the guideline is effective without Board approval.

All provisions contrary to this policy shall be abrogated.

Signed on behalf of the Board



Mr. Kurt Bredenberg
Chairman of Board of Director of BSDA
Date...01st...../May/2024

Signed on behalf of the SMT and Staff



Mrs. Chhon Srors
Executive Director of BSDA
Date...01st...../May./2024