

ព្រះរាជាណាចក្រកម្ពុជា
ជាតិ សាសនា ព្រះមហាក្សត្រ



គោលនយោបាយ
ស្តីពី
បណ្តឹងតវ៉ាសម្រាប់អ្នកទទួលបានផល
និងអ្នកពាក់ព័ន្ធ

Complaint

Mechanism Policy for Beneficiaries and Stakeholders

2024

កែប្រែលើកទី២

1. BSDA profile.....	2
2. Why Have a Complaints Policy and Procedure.....	4
3. Definition of a Complaint.....	4
4. Complaints Procedure of BSDA	5
5. Resolving Complaints.....	5
6. Monitoring and Learning from Complaints.....	6
7. Complaint Structure.....	7
8. Review.....	7

1.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

2.Developing a Complaints Policy and Procedure

Why Have a Complaints Policy and Procedure?

The Charity Commission report '*Cause for Complaint*' states: 'an effective complaints management system is a proven way of maintaining and building relationships with the people on whom the charity depends.'

Handling complaints well:

- Demonstrates our commitment to our beneficiaries and other stakeholders
- Demonstrates our commitment to providing the best possible service
- Helps us to find out about things that have gone wrong so We can fix them
- Helps us to prevent things going wrong again in future

Complaints Policy of Buddhism for Social Development Action

BSDA views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicize the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at BSDA knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

3.Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of **BSDA**.

Where Complaints Come From

Complaints may come from the beneficiaries (or sometime from stakeholders) of the local community, Kingdom of Cambodia.

A complaint can be received verbally, by phone, by email or in writing or social system

This policy does not cover complaints from staffs, who should use BSDA's Discipline and Grievance policies.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with Senior Management Team.

4.Complaints Procedure of BSDA

Publicized Contact Details for Complaints:

Written complaints may be sent to BSDA at National Road#6, Nokor Bachey Village, Ampil Commune, Kampong Cham Siem District, Kampong Cham Province, Kingdom of Cambodia or by e-mail at info@bsda-cambodia.org.

Verbal complaints may be made by phone to (855)10 33 55 79 or in person to any of BSDA's staff, volunteers or trustees at communities or at any of our events or activities.

Appendix 1-Feedback Form

Receiving Complaints

Complaints may arrive through channels publicized for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to BSDA
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

For further guidelines about handling verbal complaints, see **Appendix 1**

5.Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to program staffs within one week.

On receiving the complaint, projects, programs and management staffs records it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within one week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within two weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Senior Management Team Level. At this stage, the complaint will be passed to Senior Management Team.

The request for senior management team level review should be acknowledged within **one** week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Member of Senior Management Team may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

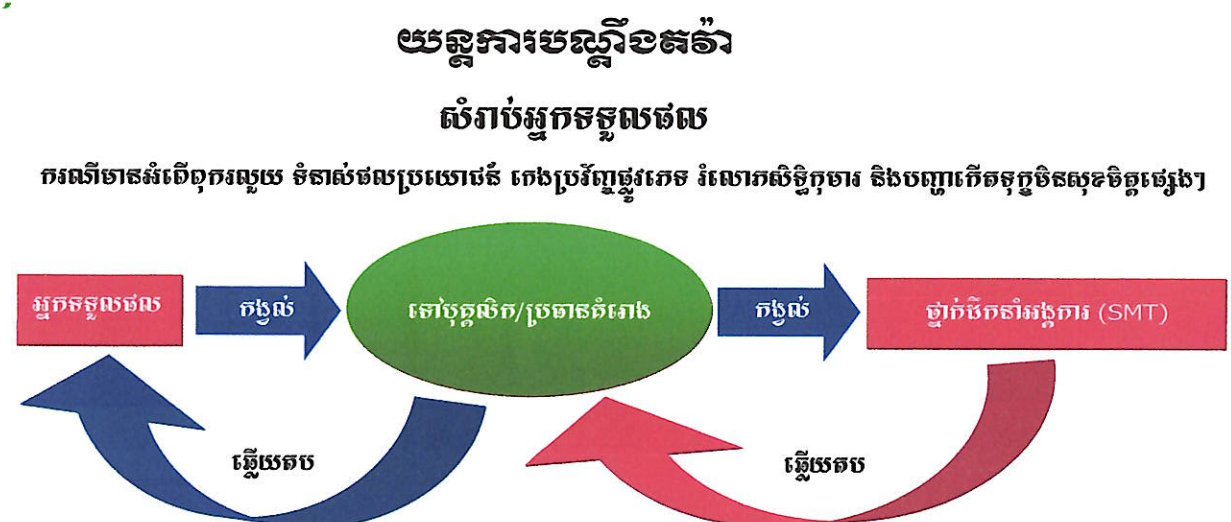
Ideally complainants should receive a definitive reply within two weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

6. Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

7. Complaint Structure



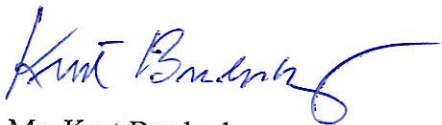
8.Review

This policy is approval by, on behalf of , Senior Management Team and staff.

This policy is reviewed regularly and updated as required. Adopted

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