



Wide Horizons'

Procedure for Managing Complaints

Reviewed: 30/05/2022

Date of Next Review: 30/03/2023

Safeguarding Officer: Aung Than (widehorizons.safeguarding@gmail.com)

I. Goal and Guiding Principles of Policy

Wide Horizons believes it is our responsibility to establish a clear policy which enables people to be able to raise and solve issues in order for individuals to learn and improve. In addition, Wide Horizons has the responsibility to ensure that complaints are dealt with in a fair, consistent and speedy way.

This policy applies to anybody who has dealings with Wide Horizons including staff, WH students, Alumni, Contractors, and community members.

The procedure for managing complaints shall be made publicly available on our website, and the procedure should be shared with all relevant third-parties.

Support should be provided to anyone involved in this process with a disability or long term health issue to ensure they are able to take part fully in the process.

The Policy Documents should be reviewed on a yearly basis to ensure it is up-to-date and active.

II. Procedure

The following discipline steps will happen following a complaint

Step One

Action Taken: Verbal Discussion: Where possible complaints should be an open discussion between the complainant and the subject of the complaint in order to discuss the issue, the impact that the issue is having, and agree upon a course of action to resolve the problem. This discussion could also involve a supervisor or facilitator to ensure fair and open communication.

Consequence: Where this step is not appropriate or not possible, or has not produced a satisfactory resolution or appropriate behavior change, the complaint should move on to Step Two of the procedure.

Desired Results: The behavior identified by a complainant and pointed out clearly to the subject of complaint and so there is behavior change. Supervisor should continue to monitor the behavior/s as seen and set a meeting time with the staff member for a one-on-one discussion if the issue persists.

Step Two

Action Taken: Submitting A Formal Complaint: If the complainant feels that the issue has not and cannot be resolved satisfactorily through Step One. They should set out the basis of their complaint in writing and submit it to the **Safeguarding Officer** (widehorizons.safeguarding@gmail.com) or a member of the Senior Management Team who will ensure that the complaint is dealt with appropriately.

The complaint should outline:

- A clear, detailed description of what the complaint is about, when it happened and who is involved.
- Copies of any letters, emails or other evidence related to the complaint.
- The complainant's email address, phone number or postal address (so we can reply).

The complaint should be acknowledged in writing within 5 working days, informing the complainant who will be dealing with the complaint.

Investigating a Complaint: Where appropriate a thorough investigation should be conducted, which might involve interviewing the complainant, witnesses and subject of the complaint. Also, any written records and information should be analyzed.

Investigations should follow good practice guidelines for conducting an investigation. Ensuring participants are treated with respect and safely and the complaint is handled fairly and objectively.

Complaints should be kept confidential where possible and so issues should only be discussed with the people who need to be involved. However, confidentiality should be balanced between the need to share to carry out an effective investigation and the safety of the people involved.

Consequence: Any issues of misconduct or poor performance of an employee identified during the investigation should be followed up using the appropriate disciplinary action following the relevant policy.

A full report of the incident should be compiled, recording

- The date the complaint was received.
- A description of the complaint with results of any investigation
- The outcome of their complaint
- The date of the outcome was communicated.
- Details on the right of appeal (stage 3) and where to appeal and appeal deadline.

This should be sent to both the complainant and the subject of the complaint and kept on record in case of future inappropriate behavior.

Desired Results: If the complaint is upheld, appropriate discipline actions have been taken to ensure that the offense does not reoccur. This could include more serious actions on discipline procedure, or policy and procedure change if organization is found partially at fault.

The complainant and subject of the complaint should have a clear understanding of the incident and understand the actions that have been taken to resolve the issue.

Step Three

Action Taken: Submitting an Appeal: The complainant and subject of complaint can appeal the outcome of stage 2 within 7 days of the date on which the decision was communicated to them. The appeal should be acknowledged in writing within five working days.

Appeals should be dealt with by a more senior manager or by an external impartial appointee.

- The Appeal Investigator should meet the original investigator to understand to receive a summary of the complaint, procedure followed and review evidence that has been collected.
- If required, the Appeal Investigator can reopen the investigation if problems with evidence or procedure are identified.

Consequence: The Appeal Investigator should outline the outcome of the appeal within 10 working days, setting out the outcome of the appeal, any alterations to the outcome of their complaint and a clear justification of why that decision was reached. .

Desired Results: If the appeal is upheld, the complainant and subject of the complaint has a clear understanding of the issue, and both understand the actions that have been taken to resolve the issue. Organization's investigation policy and procedures will be reviewed if the original investigator is found to have made serious errors in the investigation.

If the appeal is rejected, then the participants should understand the justification for the decision.

I. Changes to this document

Authority to alter the Global Whistle Blowing Policy rests with the **Program Manager** (widehorizons.myanmar@gmail.com) and final approval will be sought from the Senior Management Team. All team members are encouraged to provide input and suggestions but may not alter or change any part of the document without agreement.

The Global Whistle Blowing Policy will be reviewed every year and updated as required, and the availability of updated versions will be communicated to staff. It is the individual employee's responsibility to ensure they are complying with the most current version of the policy.