



Proud Lebanon

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(+961) 76 - 608205

COMPLAINT HANDLING POLICY

PURPOSE

The purpose of this Complaint Handling policy is to provide a fair, consistent and structured process for receiving, investigating and responding to complaints about the organization's activities, programs, services or staff. We are committed to using feedback from complaints to continuously improve our operations and service delivery.

SCOPE

This policy applies to all formal complaints received by the organization, whether from beneficiaries, partners, suppliers, employees or members of the public.

Definitions

A complaint is an expression of dissatisfaction with the organization's actions, services or staff, where a response or resolution is explicitly or implicitly expected.

PROCEDURES FOR MAKING A COMPLAINT

The organization anticipates that the majority of complaints or concerns regarding PROUD Lebanon's operations or conduct will be addressed informally by staff members. However, the organization acknowledges that not all issues may be resolved through informal means; therefore, a formal complaint mechanism is necessary to accommodate instances where an individual or entity wishes to document their complaint and receive an official response.

PROUD Lebanon is committed to providing a consistent and structured process for receiving, investigating, and responding to all the formal complaints brought forth by stakeholders.



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WHO CAN MAKE A COMPLAINT

Any individual or organization that has had direct dealings with PROUD Lebanon can make a complaint, including:

- Beneficiaries of our programs and services.
- Partner organizations.
- Suppliers and contractors.
- Members of the public.

Employees who have a complaint should follow the organization's internal procedures for dealing with work-related issues and the PSEA complaint mechanism rather than this Complaint Handling policy.

HOW TO MAKE A COMPLAINT

Complaints can be made through the following channels:

- Online complaint form on the organization's website.
- Email to Proud Lebanon's staff Officer.
- Letter submitted to the complaints box at the organization's premises.
- Verbal complaint made in person or over the phone to a staff member, who will document the details.

Complainants should provide as many relevant details as possible, including:

- Their name and contact information.
- The nature of the complaint.
- Any relevant dates, locations or staff involved.
- Desired outcome or resolution.



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GUIDING PRINCIPLES

Our complaint handling process is guided by the following principles:

Accessibility: We ensure our complaint handling process is well-publicized, easy to access and understood by all stakeholders.

Responsiveness: Complaints are acknowledged promptly and resolved in a timely manner.

Objectivity: Complaints are addressed in an equitable, objective and unbiased manner.

Confidentiality: Personal information is protected and only shared on a need-to-know basis.

No Retaliation: Complainants will not be subject to any form of retaliation or adverse action as a result of making a complaint.

No charge: Complaints are made free of charge.

Continuous Improvement: We use complaint data to identify trends and areas for improvement in our operations.

THREE LEVELS OF COMPLAINT HANDLING

PROUD Lebanon is committed to providing excellent service and addressing complaints in a timely and effective manner. To ensure a consistent and fair approach to complaint handling, we established a structured, three-level process to be followed by all personnel.

The three levels of complaint handling are as follows:

Level 1: Frontline complaint handling and early resolution

Level 2: Internal review of complaints by head of department or Executive Director.

Level 3: Complaint Handling by Complaints Handling Committee



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COMPLAINT HANDLING PROCESS

The process outlines the responsibilities and procedures at each level of the complaint handling system, with the goal of resolving issues efficiently while upholding our organizational standards and policies.

Level 1: Frontline Complaint Handling and Early Resolution

1. **Receive:** All complaints received at the frontline are documented.
2. **Assess and Resolve:** The frontline staff member assesses the complaint and attempts to resolve it immediately through open communication, empathy, and by offering a fair and reasonable solution.
3. **Follow-up:** If the complaint is resolved at this level, the frontline staff member follows up with the complainant to ensure their satisfaction with the outcome.
4. **Escalate:** If the complaint cannot be resolved at the frontline, it is escalated to the next level of complaint handling.

Level 2: Internal Review and Resolution

1. **Assess and Acknowledge:** The relevant manager or the Executive Director reviews the escalated complaint. An acknowledgement is sent to the complainant.
2. **Investigate:** The relevant manager or the Executive Director investigates the case and gathers relevant information and facts to understand the issue thoroughly.
3. **Respond:** The complainant is provided with a response outlining the investigation findings, the reason for the organization's decision, and any actions taken, within seven working days.
4. **Appeal:** If the complainant is not satisfied with the response, they can submit an appeal that will be reviewed by the Complaints Handling Committee.



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Level 3: Complaint Handling by Complaints Handling Committee

- 1. Refer to Committee:** If the complainant is not satisfied with the response from the previous level or the complaint is of a complex nature, it is referred to the Complaints Handling Committee.
- 2. Investigate:** The Complaints Handling Committee, composed of two executive board members and one advisory board member, gathers additional information and conducts a comprehensive investigation.
- 3. Respond:** The complainant is provided with a detailed written response from the Complaints Handling Committee, outlining the investigation findings, the rationale for the decision, and any remedial actions taken, within 15 working days.
- 4. Close-out:** Once the complaint has been satisfactorily resolved or the appeal process is complete, the case is closed.

All complaints are tracked and regular reports are provided to the executive and advisory boards. This information is used to identify areas for improvement and inform organizational decision-making.





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Proud Lebanon's Complaint Handling Form

Information privacy

When handling your complaint Proud Lebanon's Complaints Handling Committee will:

- Only collect, use and disclose personal information where it is necessary to do so
- Secure any personal information collected to prevent loss, misuse, unauthorized access or disclosure.

Confidentiality

Proud Lebanon's Complaints Handling Committee treats all complaints as confidential. Unless you give us permission to do so, we will not disclose the details of your complaint, or your identity as the complainant, to:

- The staff or personnel you are complaining about
- Other agencies.

When Proud Lebanon's Complaints Handling Committee investigates a complaint, however, it may be necessary for us to reveal certain details to give to the management, advisory board or executive board so they can respond.

If your complaint is about an issue that only affects you, it may not be possible for Proud Lebanon's Complaints Handling Committee to fully investigate without identifying you as a complainant.

When you make a complaint, Proud Lebanon's Complaints Handling Committee will work with you to understand the details of your complaint that you permit to be released. You can talk to our Complaints Handling Committee about privacy issues at any time.



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Anonymous complaints

The Proud Lebanon Complaints Handling Committee accepts anonymous complaints. However, if you do not identify yourself as the complainant, Proud Lebanon's Complaints Handling Committee may be limited in our ability to investigate your complaint. We need as much information and as much proof as possible.

The Proud Lebanon Complaints Handling Committee will generally investigate anonymous complaints only if enough information and proof are provided to make an investigation feasible and the issues warrant an investigation.

You can talk to our Committee without revealing your personal details to discuss the situation you are concerned with.

16/09/2024





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Overview	This is the official Complaint Handling Form across Proud Lebanon
What service or department do you wish to complain about?	<input type="checkbox"/> Management <input type="checkbox"/> Medical support <input type="checkbox"/> Psychological support <input type="checkbox"/> Legal support <input type="checkbox"/> Awareness raising sessions <input type="checkbox"/> Workshops <input type="checkbox"/> Others
Have you benefited from any of these services? And When?	<ul style="list-style-type: none"> • Yes • No
Staff involved?	
Nature of the complaint	
Documents / proof provided Enough information and proof should provided to make an investigation feasible	
Detail of Complaint: A detailed description of the complaint	
Date	
Complainant contact details (Confidential)	Name: _____ Phone number: _____ E-mail: _____
Reviewed by	
Outcomes	
Follow up if required	

Approved on the 16/09/2024