



## COMPLAINTS POLICY

### *Introduction*

The Executive is ultimately responsible for the management and administration of Baraza, including the management of complaints. Complaints from members of the Baraza or from people with whom Baraza comes into contact with in the course of its work will be taken seriously. Stakeholders should feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Baraza views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] 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 publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Baraza 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
- To refer complaints to appropriate external agencies if required.

### *Definition of a Complaint*

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

### *Source of complaints*

Complaints may come from any person or organisation who has a legitimate interest in Baraza.

A complaint can be received verbally, by phone, email or in writing. However, if initial complaints are verbal or by phone, we request a follow up in writing/ email.

### *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 the Executive.

### *Scope of the policy*

The policy applies to all complaints made against Baraza which have been raised as a matter of concern but which have not been capable of informal resolution and which the complainant or Baraza considers should be dealt with on a formal basis.

Baraza expects that before seeking to use this formal policy the complainant will have made reasonable attempts to seek an informal resolution of the position.

## ***FORMAL COMPLAINTS PROCEDURE***

### *Informal Stage*

It is recognised that some concerns are raised informally and these can and should be dealt with immediately. An informal complaint should be raised directly with the relevant Baraza team member. Any such concerns should then be raised promptly and directly with the individual against whom there is a concern where relevant and appropriate to do so. Baraza aims to resolve informal concerns quickly and effectively. If concerns are not satisfactorily resolved or it is not appropriate to follow the informal process, complainants should follow Baraza's formal complaints process as outlined below.

### *Stage 1*

The complainant must put the complaint in writing or by email unless the complainant has a disability which prevents this, in which case the complainant may contact Baraza for assistance.

The complaint should be addressed to the President of Baraza at: [president@baraza.ngo](mailto:president@baraza.ngo) or a letter sent to the address at the bottom of this policy. Baraza will acknowledge receipt of the complaint by letter or by email within 14 working days.

An investigation of the complaint will be carried out by the President who will report to the Executive.

The President of Baraza will discuss the matter with the complainant. This may be through a meeting or on the telephone. Whenever reasonably possible, such discussion will take place within 28 working days of the complaint being received or soon thereafter.

The President of Baraza will then put their findings in writing and indicate what steps if any should be taken to resolve the matter. Whenever reasonably possible this will be done within 14 working days of the discussion with the complainant above.

Where a complaint relates to the President of Baraza, another member of the Baraza Executive will take over this role. Otherwise, the procedure for the first stage will remain the same.

### *Stage 2*

If the complainant is not satisfied with the outcome of the first stage, they may request that the complaint be considered by another member of the Baraza Executive. Such a request should be made in writing addressed to the Secretary General who will notify the Executive of Baraza who will then appoint one member to deal with the complaint. This member of the Baraza Executive will conduct a review of the matter to date.



This person will report their findings to the complainant within 14 working days or soon thereafter of receipt of the written request to use Stage 2.

*Record keeping*

A record will be kept of all complaints and of whether they are resolved at the first stage or proceed to further stages.

Correspondence, statements and records relating to individual complaints will be kept confidential except where Baraza is required by law to disclose them.

There may be occasions where, despite all stages of this procedure being followed, the complainant remains dissatisfied with the outcome. If the complainant tries to reopen the same issue, the President of Baraza is able under this policy to inform the complainant in writing that the procedure has been exhausted and that the matter is now closed.

*Policy status*

Baraza may alter or adapt this policy and any components of it at any time.

This complaints policy is approved and endorsed by Baraza Executive.

Baraza intends to review this policy by the end of September 2025.

Name: Georg Popp

Signature:

A handwritten signature in blue ink, appearing to read 'Georg Popp', written over a light blue horizontal line.

Role: President

Date: 8<sup>th</sup> October 2022

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