

Complaint Policy for CARE-Egypt

Introduction:

CARE-Egypt welcomes any feedback or complaint from employee, stakeholders, local partners and vendors who have the right to complain if they face any corruption, sexual harassment, child abuse or any kind of violation of rights, dignity, or organizational core values by the organization or its staff.

CARE will give attention to all complaints received but to be able to follow and receive the follow up report of your complaint we encourage you to write your name and contact information.

All the feedback or complaints will be dealt with in very confidential manner; CARE is committed to ensuring to protect any information could lead to disclosure of the name of the person who complained.

In case you send us your contact information CARE will acknowledge your complaint within one to three weeks from receiving your complaint.

How you can submit a complaint:

CARE has allocated one cell phone number and an e-mail address for complaints. The email address is complaint@egypt.care.org. The cell phone number is 0198888801 (Mr. Sayed Mostafa) and calling this number will allow you to speak to a person or leave a message. If this number gets changed for any reason the right number will be communicated to all existing contractual partners and will be changed in all the advertisements for this policy. The complaint policy will be attached to all partnership and sub-grant agreements as part of agreement.

CARE is providing one suggestion/complaint box for each of its offices in the head office and in the field. All boxes will be placed in a location that is appropriate and reachable for visitors.

Only the CD or his designate has the right to open the suggestion box in head office. Members of the Field Office SMT are responsible to open the boxes every 15 days and should put the complaint into a sealed envelope and send it to the CD. For transparency purposes the FOSMT are not allowed to open/read any of the complaints.

Anonymous complaints will be read and reported to the CD, but in general it is highly preferable to make signed complaints. By signing a complaint the person making the allegation shows him or herself to be responsible and certain about the truthfulness of the complaint. Anonymous complaints are by nature more difficult to deal with and respond to, and may not always be trustworthy.



The standard procedures when receiving a complaint;

If CARE- Egypt receives a complaint via the suggestion or complaint system, and the complaint concerns a staff in CARE-Egypt, the following process will occur:

- 1) Report the complaint to Country Director (If received in the field or through a third party)
- 2) The complaint will be followed up by a person or persons selected by the CD.
- 3) Throughout the follow up process, status updates will be given to the CD.
- 4) Final Report and Corrective Action. Concerned staff will write a final report and submit all evidence gathered during the follow-up process to the CD. Note that corrective actions such as employee termination or filing criminal charge may require HR and Legal consultation.
- 5) Confidentiality and Disclosure. The following guidelines apply:
 - Keep discussions of the follow-up process limited to those with a need to know.
 - Consider the timing of disclosures. In general it is not helpful to share interim results with those involved in the follow-up process.
 - Protect the reputation of the accused
 - Protect and respect the identity or anonymity of the reporter

International Complaint Website:

- All staff members, Partners, stakeholder are encouraged to use the specified website www.clearviewconnects.com if they feel that their complaint not solved through Care Egypt channels and if they need to communicate their concerns, complaints, or report instances of losses or fraudulent acts, discrimination or harassment in CARE's premises . Staff members are also encouraged to use the same website to report instances of harassment and exploitation of project participants. This website must be included in all sub grant agreements and other procurement contracts to inform the community and vendors of its existence and encourage them to report any of the above instances through it.
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