

# ITF ENHANCING HUMAN SECURITY COMPLAINTS MECHANISM

## DEFINITION

A complaint mechanism (CM) is a formalized mechanism to give victims and witnesses of misconduct by an organization a chance to report cases, and for organizations to deal with such complaints in a structured manner.

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, that can be voiced by ITF members, ITF project beneficiaries, ITF partners and those directly affected by ITF project implementation. A formal complaint shall be sent to the ITF through a complaint mechanism procedure described below – “How to make a complaint”. A complaint has to be about some action for which ITF is responsible or is within its sphere of influence.

As ITF employees, we are required to follow the anti-corruption policy and report breaches of this policy. All corruption incidents in ITF, partner organisations or other incidents related to ITF activities must be reported through the complaint mechanism. If there is a suspicion, hear-say rumours about corruption or if there is any other doubt advice can be given here as well.

It is expected that most complaints or concerns about ITF’s work or behaviour will be addressed informally by staff or volunteers at a local level. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint official in order to receive a formal response.

## HOW TO MAKE A COMPLAINT

All formal complaints should be made in writing either directly from the individual or organisation making the complaint or via a third person acting on their behalf.

A complaint is sent to the e-mail address: [complaint@itf.si](mailto:complaint@itf.si). This e-mail box address is only accessible by three employees from the ITF HQ in Ljubljana. An investigation committee will be set up and investigation will be undertaken based on each particular complaint.

Each individual complaint will be handled with confidentiality and with due respect to the complainant and the persons or organisations to whom the complaint is directed. Complaints may be submitted anonymously or with identification; all will be considered and assessed appropriately. However, please note that if a complaint is submitted anonymously, a formal reply or follow-up communication will not be possible.

All instances of dissatisfaction or criticism shall be reported through the ITF complaint mechanism. Those cases, where personal security might be at risk, shall be reported through the complaint mechanism as well.

Receiving feedback and responding to complaints is an important part of improving ITF's accountability. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

Complaints addressing the following topics:

- general inquiry about ITF's work
- request for information
- contractual dispute
- request to amend records

shall not be considered as a formal complaint against ITF.