

TI-Mongolia's Complaint handling policy

Purpose

We wish to continuously improve the quality of our work by learning from our stakeholders. We see complaints as an opportunity to learn and develop. Therefore, we welcome and encourage all complaints and feedback about our activities. We will do our best so that comments and complaints about our work are brought and discussed directly with the relevant volunteer, members of staff or our Board if possible.

Complaints will not be regarded as an expression of opposition to the Mission, Vision and Values of TI-Mongolia.

Key Principles

Mutual respect & Non-reprisal: Stakeholders, Staff, volunteers, and elected members of the board in TI-Mongolia must be able to lodge their concerns without fear of reprisal or unfair treatment as a consequence of complaints. Therefore, everyone who makes a complaint will be treated with courtesy and respect. Complainants are also expected to communicate their concerns calmly and without harassing or abusing.

Timeliness: we will endeavor to resolve complaints as fast as possible. However, if for any reason the resolution of complaints is delayed, we will notify the parties involved in a timely manner.

Confidentiality: we understand that some complaints need to be kept confidential for the protection of the individual(s) making the complaint or those involved in the complaint. We may also decide to take disciplinary action following a complaint that has been upheld. In these situations, we can only provide limited feedback to the complainant.

Learning: all complaints are logged and monitored.

How to report

If you have a comment, suggestion or complaint we would like to hear from you. We have resources in place to receive your complaint by email or post using the contact details below. We recognize that those with disabilities may require assistance and support with what may be an unfamiliar process. We are more than happy to assist you with a complaint submission.

We will receive complaints by email at: **gomdol@transparency.mn**

Please include the following information in your complaints:

- Full name, Address, Email address, Contact phone number
- General description of the suspected violation
- Detailed description of what the complainant knows about the issue or incident(s), and how they came to know about it (suggested additional information: Who is involved? Who is responsible, and was anyone else involved? When did the incident(s) occur? Where did the incident(s) occur? Anything else?)
- Your suggestions / expectations as to how we can respond to the complaint
- Date of report

TI-Mongolia cannot respond to complaints made anonymously (as a minimum we ask the full name and a contact email, address or phone number of the complainant).

If the complaint involves Transparency International (TI) Chapters in other countries we will endeavor to notify the relevant Chapter of the complaint. They will decide how to respond. TI-Mongolia is unable to resolve complaints related to other Chapters.

Who can report

TI-Mongolia staff, volunteers, elected members of the Board or anyone directly or indirectly affected by the actions of the organization can report through the complaint mechanism.

A volunteer or staff member, who purposely makes false accusations about another staff member, will be subject to disciplinary action (warning/dismissal/exclusion).

Our Procedure

Upon receiving complaints, TI-Mongolia will notify its Board, which will assign from its members the best suited to resolve the complaint within 7 business days. The Board will oversee the handling of the complaint.

Once the Board has assigned the member who is best suited for the specific complaint, the assigned member will notify the complainant of discarding or acceptance for further investigation. The assigned member will be in charge of the investigation.

There are rare occasions when we choose not to respond to a complaint includes:

- Where a complainant's manner is abusive or offensive
- Where a complaint is perceived to be harassing one of our people
- Where a complaint is incoherent or illegible
- Where a matter is raised that has already been investigated and responded to

Appeal

We hope that we are able to resolve your complaint in an open, honest and satisfactory way. If you are unhappy with our response, a right of appeal exists where the matter will be immediately referred to the Board. The Board will decide if the matter requires full Board discussion or appointment of another suitable member. When the Board or a member assigned has assessed a breach of code, the Board or the member assigned will decide on disciplinary measures by consensus of the Board. The complainant will be notified of the outcome by email. TI-Mongolia will aim to resolve the matter in 10 business days.