



## **Agriculture Development Association**

### **Complaints handling, Information Sharing and Participation Policies**

#### **Goals and objectives:**

The HAP policy is adopted and approved by the Boards of Director (BoD) and will document PARC's commitment to adhering to accountability, transparency, and protection towards its partners, beneficiaries and all stakeholders. The senior management and BoD will ensure to circulate this document among all employees. Additionally, a proper announcement will be made to ensure that all stakeholders have access to the content of this policy.

This policy is subdivided into three main pillars:

1. Complaints handling and response policy
2. Information sharing policy
3. Participation policy

#### **Scope of the policy:**

This policy applies in PARC at all levels of the organization structure. Starting with Boards of Director, senior management, and all PARC staff.

#### **Responsibility:**

PARC's General Assembly, Boards of Directors and staff are responsible for the full implementation of this policy.

#### **Time frame:**

The time frame of this policy is two years starting from June 2021 in which after that it will be reviewed again and updated.



## 1. Complaints handling and response policy

A **complaint** could be directed to question a corruption (misuse of project funds or materials), a violation of PARC's policies or Code of Conduct, staff behavior and attitude, service provided, contractors or third parties assigned to provide a service on behalf of PARC, discrimination of beneficiaries (on basis of gender, religion, selection criteria, etc.) and any other complaints, suggestions and feedback on any project implemented by PARC.

**This is directed to all** Individuals, partner organizations, cooperatives, volunteers and other stakeholders correlated by PARC

### Why we set up a complaint's mechanism?

- Improve our accountability to our partners, beneficiaries and society.
- Increase awareness among partners, beneficiaries to claim their rights to raise complaints.
- Elevate the level of trust between PARC and its partners, beneficiaries and local communities.
- Enhance the internal monitoring and learning system of the organization in order to enhance the decision-making process.

### How to share your complaint?

Any individual, partner, beneficiary could present their **written** complaint/feedback (positive or negative) via:

1. Field complaint boxes in the organizations' offices across governorates
2. Email: [complaints@pal-arc.org](mailto:complaints@pal-arc.org)

Any individual, beneficiary, organization who wants to share a complaint, should write it using the designated template through one of the channels above.



### **Handling complaints procedure:**

- Any individual, partner, beneficiary or organization will write out a complaint using the designated template and submit it using one of the channels available.
- MEAL team will check complaint boxes and email every week and the email will be reviewed daily and has two weeks to process and resolve the complaint. In which meetings, revisions of documents or field visits if needed will be conducted with the technical team correlated with the complaint shared.
- Any individual, partner, or beneficiary has the right to appeal to **General Director** :” [monjed@pal-arc.org](mailto:monjed@pal-arc.org)” if dissatisfied with outcome of the complaint.

### **Accountability and learning process:**

PARC MEAL team will ensure to protect the data of anyone that shared a complaint. In order to ensure integrity, the information will only be shared with relevant departments.

PARC believes that a complaint is an opportunity for learning. Therefore, assessing complaints in project life cycle is a great chance to make the best decisions that would serve the project objectives and outcomes. Complaints with similar nature will build accumulative understanding in certain fields therefore support in enhancing project design and project implementation.

**Timeframe:** Once the complaint/feedback is received, MEAL team will process the case and resolve it within two weeks maximum of receiving the complaints.

## **2. Information Sharing Policy:**

At PARC information sharing starts at the need assessment stage prior to proposals writing and development in which local communities are consulted and given the space to express their needs. Accordingly, proposals are developed and shared with donor community. Once projects are to be implemented, the Project information are shared with local community through different channels starting with establishing a project local committee that represents the community which acts as an agent of change in the name of the community. Also, sharing information using brochures and application distribution in local community social spots such as local village council and mosques. Additionally, information is shared via PARC’s social media channels and website. This also reflects a high level of accountability and transparency towards local communities and beneficiaries. At the end of the project cycle, PARC shares project information and assets



to the relevant bodies and communities (i.e: beneficiaries list, learning lessons and challenges faced) to targeted communities and working institutions.

### **Why do we share information?**

- Sharing information is a key pillar of PARC's accountability and transparency.
- Increase community awareness of PARC's interventions
- Improve coordination and networking with local community and all relevant stakeholders.
- Enhance synergies with other relevant key stakeholders and build on each stakeholder intervention rather than duplicating work.

### **How does PARC share information?**

PARC ensures to publish and share accurate information through various channels such as: PARC's website, published reports, conferences, project local committees, project steering committees, applications, leaflets, posters and announcement workshops.

### **Who can access information?**

Beneficiaries, partners, cooperatives, donors, governmental bodies, universities, CBOs, local village councils, private sector municipalities and other relevant stakeholders will have access to information.

### **Protection of Data:**

PARC adheres to all global data protection protocol in which PARC will share information relevant to the scope of each intervention and would serve local communities and partners. However, other sensitive data of beneficiaries, partners and any relevant stakeholder will be protected. Protecting data starts with minimizing sharing sensitive information to only those relevant to the intervention. Also, by storing the data in a safe way. The use of data will be exclusive to the intervention needs' such as: reporting, documentation, analysis and recommendations to developing future interventions. Last, only those who are authorized will have access to any sensitive data shared to PARC.



### 3. Participation Policy

Community engagement and participation are an integral part of PARC's work. This approach arises from the values that PARC promotes and abides which includes transparency, integrity, accountability and protecting human dignity. Therefore, PARC ensures to engage the local community in all phases of the project design, implementation and closing. This takes place through first the establishment of a local committee, steering committee and technical advisory committee, that play a significant role in the decision-making process in projects life cycle. They also act as agents of change in which they work to share project information and engage local community. Additionally, gate keepers, donors, partners, governmental bodies and agents of change are also involved in the participation at all levels. PARC's standards procedures of formulating these committees are to ensure participation at local level and high level - national level.

#### **Importance of participation:**

PARC believes that participation is a milestone in applying the "*right based approach*" and "*bottom-up approach*". Also, participation allows for improving the decision-making process as it is an opportunity for local communities to engage and share their feedback. At another level, it allows for capturing the actual needs of marginalized communities to better design future interventions. Participation also strengthens ownership, strategic thinking, ideas generation and sustainability.

#### **How to participate?**

PARC adopts different methods and channels of involving others in effective participation. To start with, conducting meetings at the General Assembly level, Boards of Directors and executive management. In addition to, Key informant interviews, focus group discussions, seminars, webinars, letters, advocacy campaigns and conducting a Participatory Capacity and Vulnerability Analysis (**PCVA**).

#### **What to Include in participation?**

PARC believes that participation should include:

- Strategic policies and procedures impacting beneficiaries and their livelihood.
- Assessment of the local environment, problems, priorities, beneficiaries' rights, gaps, risks, vulnerabilities and capacities.
- Information and assessments of vulnerable locations and groups.



- Planning and sharing responsibilities in project implementation.
- Evaluation process and results.
- Assets transfer and exist strategy.

### **Who to involve in participation?**

- Members of the General Assembly and Boards of Directors
- Beneficiaries and relevant stakeholders
- Marginalized / vulnerable communities
- Decision and policy makers

### **When to participate?**

PARC ensures participation at all levels of its work and interventions:

- Need assessment and ideas generation
- Strategic thinking and planning
- Implementation phase
- Monitoring and Evaluation
- Conducting researches, studies and assessments
- Contracting and pricing
- Lobbying and Advocacy
- Innovation and problem solving
- Exit strategies and assets transfer