

Complaints Policy

1. PURPOSE

Just Peoples is committed to accountability and strives for continuous learning and improvement. This policy outlines parameters for the resolution of external complaints. Just Peoples is committed to responding to complaints in a timely and effective manner.

2. SCOPE

This policy applies to any complaint made by partners, project beneficiaries, supporters, members of the public, civil society organisation, government, company or other entity, hereafter referred to as ‘the complainant’.

3. POLICY

Just Peoples recognises the importance and value of listening and responding to concerns and complaints, and will therefore:

- Clearly publicise information about how and where to make a complaint on our website
- Ensure that the complaint handling process is as accessible as possible
- Respond to complaints in a timely and courteous manner
- Address complaints in a an equitable, fair and unbiased manner using evidence submitted through the complaint handling process
- Observe strict confidentiality in complaint handling wherever possible
- Keep the interests of complainants foremost in our approach to complaint handling
- Ensure that accountability for and reporting on the actions and decisions with respect to complaint handling is clearly established
- Commit to continuous learning and improvement of the complaint handling process through maintenance of a complaints register and keeping abreast of best practices
- Ensure overseas program partners are made aware of this policy upon induction and know how to register a complaint
- Ensure staff and volunteers are inducted with this policy and the complaints handling process.

4. IMPLEMENTATION

The Chief Executive Officer, in consultation with the Board, is responsible for the administration, revision, interpretation, and application of this policy.

Complaints may be received by any of the following methods: on the phone, via email, through our website, by post, or in person. Complainants are asked to provide their name, contact details and nature of their feedback with as much detail as possible, though they may also choose to remain anonymous. The staff member or volunteer receiving the complaint will record information on the external complaints form. All complaints are tracked on a Complaint Register maintained by the Chief Impact Officer. This register details the complaint being made, by whom, and follow-up actions taken.

Just Peoples will acknowledge complaints received within five business days, and should the complaint not be resolved in that timeframe Just Peoples will maintain status updates with the complainant.

If a complaint cannot be resolved to the satisfaction of all parties by a relevant staff member it will be referred to the CEO, then the Board if necessary.

4.1 Special provisions for complaints made by overseas program partners

When signing onto a partner agreement, the program partner agrees to:

- provide feedback to Just Peoples about the support provided by Just Peoples and the state of the relationship to assist Just Peoples to learn and improve support provided to partners
- encourage beneficiary communities / initiative participants to provide critical feedback on the initiative.

To register a complaint the partner can:

- a) approach the Just Peoples Chief Impact Officer directly
- b) contact the Just Peoples Chief Executive Officer directly
- c) send an email to partnerfeedback@justpeoples.org detailing the complaint
- d) telephone on +81 80 2556 5583
- e) address the issue in writing to Complaints at Just Peoples, #1605 Acty Shiodome, Kaigan 1-1-1, Minato-ku, Tokyo-to 105-0022, Japan

Just Peoples will recognise any complaint made by a partner within five business days, and will formally respond to significant issues raised by the partner and/or identified by Just Peoples within four weeks of receipt of the complaint.

4.2 Special provisions for complaints made by program/project beneficiaries

To register a complaint, beneficiaries of programs or projects of which Just Peoples works in partnership can:

- a) approach a Just Peoples staff member directly in country, as part of regular monitoring trips conducted
- b) approach the partner organisation directly, who may then pass on the complaint to Just Peoples in any of the methods detailed in section 4.1.

5. REVIEW AND AMENDMENT

This policy will be reviewed every three years to ensure it remains compliant with law, relevant and effective.

This policy may be amended at the discretion of the Chief Executive Officer.

6. DEFINITIONS

Complaint – An expression of dissatisfaction made to an organisation, related to its products or services, or the complaint handling process itself, where a response or resolution is expected.

Complainant – A person, organisation or its representative making a complaint.