

Complaint and Grievance Response Policy

Policy Statement

Läkarmissionen (LM), operating globally under the LM International brand, acknowledges that staff (internal) or the target community, partners, service providers etc (external) have a right to complain when they feel that LM has wronged them in one or another way. Anonymous complaint affecting the reputation of LM is of a general nature or is of public interest are explained in the whistle blowing policy.

Purpose and Scope

LM strives to be a transparent, legitimate, and reliable organisation and several measures have been taken to ensure that good ethics and values permeate the work the organisation does. LM believes that a well-managed complaint response mechanism for handling complaints (internal and external) can improve the quality and accountability of our work, and that there is need to discover in a timely manner evidence of activities that may threaten or impede compliance with LM policies as the organization strives to serve all target communities. This policy is used to devise internal systems to ensure complaints are handled appropriately. We will strive to ensure these procedures are known, clear and accessible by all our stakeholders. This policy applies to all departments within LM: Global Office, Regional Offices, Country Offices, the people we intend to serve (target community), suppliers, contractors, donors, partners, and others we come in contact with. This policy will be actively disseminated to all stakeholders to encourage feedback about LM's work from all its stakeholders and where this feedback represents a complaint about LM's conduct, it will be responded in a timely and appropriate manner.

Definition

A complaint and grievance are an expression of dissatisfaction about the standards of service, actions or lack of action, by LM representatives, partners and other associated persons or entity. It is a criticism that expects a reply and would like things to be changed. A complaint and grievance can come from within the organisation or from outside the organisation and both these types of complaints will be dealt with the same policy. Complaints from outside the organisation could include the following (which is not an exhaustive list):

- Concern from someone we work with about the quality of programme delivery.
- Concern from a member of the public or supporter about a particular fundraising approach or campaign action.
- Concern about the behaviour of staff or volunteers.

Complaint and Grievance from within the organisation could include the following (which is not an exhaustive list):

- a conflict between you and another employee
- a decision relating to your promotion or transfer
- a decision relating to the termination of your employment
- an allegations of discrimination

A complaint and grievance must be about some action for which LM is responsible or is within our sphere of influence.

A complaint and grievance are **not**:

- A general inquiry about LM 's work
- A request for information
- A contractual dispute
- A request to amend records e.g. to correct an address, cancel a donation
- A request to unsubscribe from an LM service e.g. a campaign newsletter or email

The complaints response mechanism does not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities. Such issues will be dealt with under the relevant regulatory regime.

Anyone suspecting any irregularity or misconduct against LM is encouraged to report and there are four major or key stakeholders.

- **The Complainant:** This can be either from within LM (Current or former Employees and Trainees) or from outside the organization (the target community, Suppliers, contractors, partners, donors).

- **The accused:** This could be an individual or groups. These can also be either from within LM (Current or former Employees and Trainees) or from outside the organisation (the target community, Suppliers, contractors, partners, donors).
- **The victim:** This could be one who may have been victimized by different kinds of misconduct or/ and abuse such as manipulation, threats, violence, wrongful use of power and money, etc., and especially cases of sexual offences described in the LM PSEAH policy.
- **Other interested parties:** These could be family members of the accused, government line ministries or bankers etc.

The complainant must make it clear what has happened, when it happened, where it happened, and people involved (accused, victims and interested parties). The complaint should be written in English, French or Spanish. In case other languages are used, LM will solve this with translators. For confidentiality's sake LM will limit the number of people handling complaints.

Principles and Approach

Confidentiality

All complaints will be handled on a confidential basis if requested by the complainant. In some cases, it may be necessary to disclose information to third parties. This will be decided on a case-by-case basis and only with the agreement of the complainant.

Courtesy and Respect

Everyone who makes a complaint to LM will be treated with courtesy and respect. In return, LM expects people who make a complaint to make their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints LM will not pursue the complaints any further.

Reporting complaints and grievances

It is in the interest of LM that anyone wishing to express a concern of any kind and against anyone within the organization should feel free and comfortable doing so. In this guideline, anyone is free to use the following avenues.

1. One can decide to discuss with any Senior Manager, Supervisor, or any LM staff on ground from where the complaint comes.
2. Use a confidential conversation with the HR personnel
3. Turn to the labour union if applicable

4. Send a letter to Läkarmissionen, Siktgatan 8, SE-162 88 Vällingby, Sweden. Mark the letter – “Complaints”
5. Oral reporting will be documented as per the principle and approach

Time Limit for making a complaint

Any complaint should be made as soon as possible, when events are fresh in the mind. They must be made no later than three months from the date the complainant became aware of the incident that is the source of the complaint. This gives adequate time for the complainant to have considered their arguments, and for all relevant facts to remain fresh. Any departure from this time limit will be allowed only in exceptional circumstances, by the recipient of the complaint in conjunction with the Secretary General. This time limit does not apply if other, relevant organisational or legal procedures lay down a different time limit.

What happens after a complaint is made?

LM will acknowledge the complainant within 2 working days and will aim to resolve complaints within 15 working days of receipt. In the event that a complaint cannot be resolved within this timeframe the complainant will be informed, in writing, about when they can expect a full response.

When will LM not respond to a complaint?

If the complaint is disrespectful LM will not respond to the complaint. A decision about what constitutes a disrespectful complaint will be taken together with the immediate administrative managers. An administrative manager will advise the complainant of the decision and the reasons for it through the appropriate channel. In such cases, the complainant will be advised that LM does not propose to consider further, or correspond about, the complaint or any specific points raised in a complaint.

What happens if I am unhappy with LM 's response to your complaint?

Complainants are entitled to challenge any response received from LM. In the event of a complainant being dissatisfied with the response from LM to their complaint they may write to the wider management group of LM either by email or letter:

- If the complaint has been handled by a team below the Country Director in an LM Country Office, then the appeal should go directly to the Country Director who will handle it discretely.
- If the complaint is about the Country Director, and the wrongdoing relates to the conduct of the Country Director, then the appeal should go to the Secretary General who will handle it discretely.

- In case the wrongdoing relates to the conduct of the Secretary General, the appeal should be reported to the LM Board who will handle it discretely.
- Cases where the wrongdoing relates to the LM Board, the appeal should be reported to the Auditor of the organisation.
- Any person wanting to appeal against a decision must make the appeal within and not later than four weeks after the decision. LM will avail two opportunities to appeal.

Possible changes: LM reserves the right to withdraw or modify its complaints process.

Responsibility

It is the responsibility of the managers to ensure that the policy is disseminated and known to all relevant representatives, partners and other associated persons or entity.