

 <p>The Center for Promoting Development for Women and Children</p>	<b>TRUNG TÂM HỖ TRỢ PHÁT TRIỂN VÌ PHỤ NỮ VÀ TRẺ EM</b>	
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*Hanoi, 10/06/2021*

## DWC – COMPLAINT MECHANISM

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### I. INTRODUCTION

DWC aims to provide suitable skills and methods matching the needs of local people and other stakeholders at local levels. We believe that the mutual understanding between all stakeholders is the key for the project to achieve its objectives.

Therefore, DWC's Board of Directors (BOD) develops this Complaint Mechanism for all stakeholders to have a direct contact with DWC if there may have any dissatisfactions occurred, from which appear feedbacks or complaints, during the cooperation/working with DWC.

The Mechanism included two feedback/complaint methods:

- 1) Non-written Feedbacks/Complaints.
- 2) Written Feedbacks/Complaints.

### II. FEEDBACK/COMPLAINT METHODS

#### 1. Non-written Feedbacks/Complaints

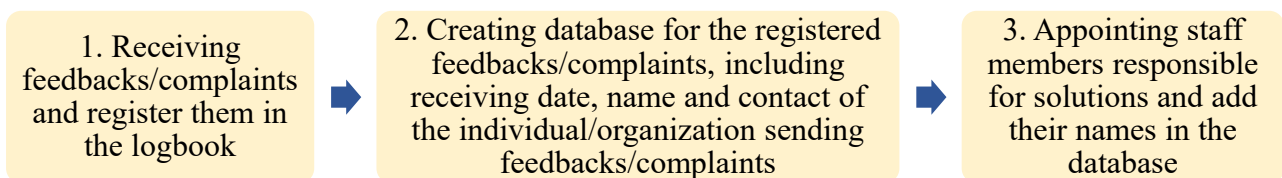
- a) If dissatisfactions may have occurred in any DWC's activities, please give direct feedbacks to the related staff members or to the BOD.
- b) If you are dissatisfied with an individual of DWC, please give direct feedback to him or her, it may be the best solution. In case you feel the direct feedback is ineffective or inappropriate, please give feedback to the program officer or the BOD.
- c) Non-written feedbacks/complaints will often be responded as soon as possible, however, in case of a more complicated issue, the initial response will be issued no later than **05 working days**.

## 2. Written Feedbacks/Complaints

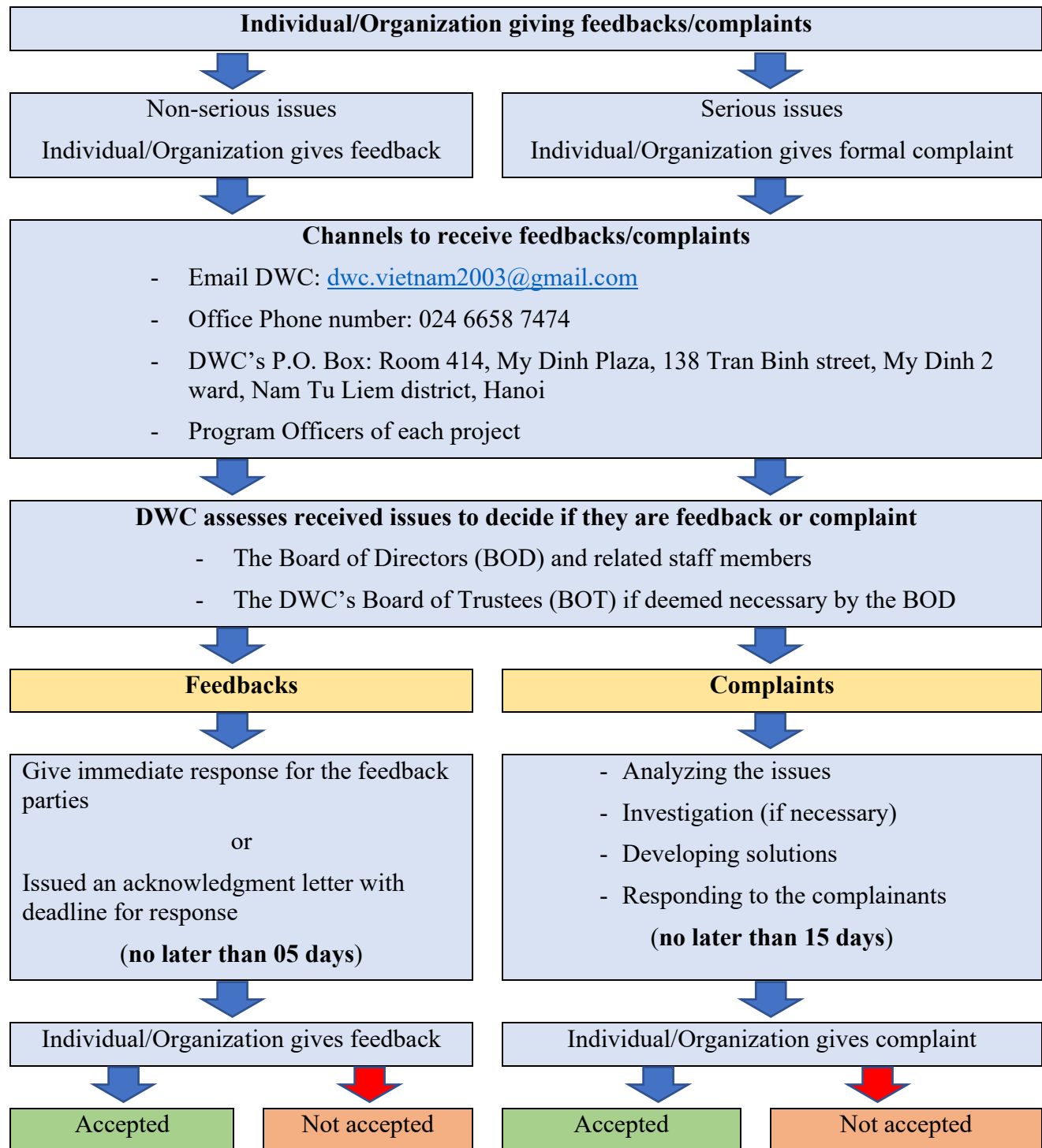
- a) You can send written feedbacks/complaints to DWC's BOD in following situations:
  - In case you do not accept the initial response (answers or solutions) of DWC, or
  - In case you want to make a formal feedback/complaint.
- b) All written feedbacks/complaints will be documented. Upon receiving your feedbacks/complaints, a written acknowledgment will be sent to you no later than **03 working days**.
- c) The purpose of this procedure is for DWC's BOD to have a comprehensive understanding of the received feedbacks/complaints, identify solutions, and compose an appropriate response no later than **15 working days**.
- d) In case the considered issues cannot be resolved in this duration, an interim response will be sent from the BOD to you informing the actions taken to date towards solving the problems.
- e) Finally, please let us know if you are satisfied with our responses.

## III. FEEDBACKS/COMPLAINTS MANAGEMENT

### 1. Internal management of the written feedbacks/complaints



## 2. Receiving and Responding Procedure



- a) Finally, in case you cannot accept the solutions/answers given of DWC's BOD, you can send complaints to competent authorities according to the law.
- b) This Document shall enter into force as of July 1<sup>st</sup>, 2021./.

**DWC's Board of Directors**