



The complainant will receive a written copy of the decision of the Complaints Handling Committee, delivered by a DRC staff or appointed agent within one month from the date of writing a complaint. The complainant signs to receive the response and to acknowledge that he/she understands the answer.



An agreement is made with the complainant on remedy and both parties' sign to the approval that the case has been closed and outcome accepted. In the event that the complainant does not agree with the decision of the CHC, he/she will appeal in written to the Program Representative who will look into the complaint and may institute fresh investigations into the case or ask the CHC to revisit the decision if need be.



Uganda

8000 copies
Danish Refugee Council

Complaint Mechanism Procedures



The Complaint Mechanism (CM) is a Danish Refugee Council (DRC) Uganda program component and a strategic priority for DRC worldwide. It focuses on strengthening accountability to beneficiaries by addressing complaints. Beneficiaries voice their complaints on relevant issues within the control of DRC and are redressed.



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DRC encourages its beneficiaries to resolve issues that affect them by normal community structures and feed back systems. The CM is not a substitute for the regular feed back mechanisms such as Farmer Field Schools (FFS) group meetings, FFS facilitators, village and sub county feedback meetings



3

Serious and relevant issues under DRC control can be raised as complaints. A simple sealed letter in English, Kiswahili, Madi, Lugbara, Bari or Arabic languages addressed to the DRC Complaints Handling Committee (CHC) is used. Illiterate people can be assisted by other members of the community to write letters.



4

Letters or complaints once written are handed over to a responsible officer in any of the DRC offices in Adjumani, Moyo and Arua (Odopi sub-county). The complainant receives a receipt upon submitting a complaint.



5

All complaints are reviewed at the DRC head office in Moyo by a CHC composed of a CM focal person and other senior members of staff. Decisions are taken by majority and written down in a letter to be sent to the complainant.