



Incident Reporting Procedure

This Life will accept Feedback via **formal** and **informal** channels.

Stakeholders may choose to provide feedback directly to Program staff, Program Managers, Section Leads, the Executive Director or to the Board of Directors. Feedback forms will be provided in English and Khmer.

Submission of feedback or complaints may be made through any of the following channels:

- a. Face to face
- b. Through our Complaint Form (see below)
- c. By telephone (063 966 050)
- d. By email (contact@thislife.ngo)
- e. By Facebook (<https://www.facebook.com/thislifecambodia/>)
- f. Via the contact form on our website (<https://www.thislife.ngo/contact-us>)

Formal feedback is generally elicited through evaluation workshops or targeted interviews with primary beneficiaries in the program evaluation process, and through consultation with donors and partners.

Complaints to This Life may be made through any of the channels above. Hard copies of the Complaint Form will be carried by This Life staff when visiting communities and additionally may be found in This Life's office or downloaded from our website. The form captures key details including dates, name of complainant (complainants may remain anonymous), the names of any staff members affected, the nature of the complaint and any reasonable outcome sought by the complainant.

Additional Steps

If a complainant is not satisfied with the outcome of their complaint through This Life's complaints-handling process, they have the ability to make a complaint, should it include an alleged breach of the ACFID Code of Conduct, to the ACFID Code of Conduct Committee. The contact details and process can be found on the ACFID website (<https://acfid.asn.au/content/complaints>).

Process for Managing Beneficiary Feedback and Complaints:

On receipt of feedback or complaint, This Life will follow the following steps:

1. Acknowledge the feedback or complaint and collect the requisite information on the form
2. Assess and analyse the feedback or complaint to determine the severity of any concerns raised, and whether further investigation is required. Concerns relating to safeguarding, sexual abuse, abuse of funds, potential physical harm, staff misconduct or reputational risk to This Life are automatically considered serious incidents and are escalated immediately to Step 3.

3. Consult with the Executive Director and relevant Section Lead(s) to appoint, if required, an appropriate person to investigate the matter, to mediate and resolve any issues. A mediated solution is our preferred approach to managing complaints wherever that is possible
4. Any staff member who is assigned to investigate will provide a report on the resolution of the matter to the Section Lead(s) and Executive Director
5. Where a complaint alleges serious incident as defined in Step 2, the Executive Director will advise the Board of Directors who may require the Executive Director and the Human Resources Manager to investigate the matter and provide recommendations to the Board for action
6. This Life maintains a confidential database to track and monitor feedback and complaint resolution, to monitor any trends and to provide regular reports to the Board; the information on this database will be anonymised at the request of the complainant or survivor
7. From the outset of the investigation, This Life will provide assistance to complainants with referrals to services offering appropriate medical, social, legal and financial assistance. Where any acts of misconduct found to have been by members of This Life's Board of Directors, staff, consultants, volunteers or interns, This Life will also contribute to covering any cost incurred while accessing these service

Communication and Implementation of the Beneficiary Feedback and Complaints Process

Program Coordinators will be responsible for ensuring that their staff explain and promote this process to the communities with whom they work, and will provide hard copy forms to communities on request. Staff should encourage anyone to come and talk to them personally, or by phone call, if not confident submitting a complaint or feedback in writing, and should also familiarise themselves with This Life's Child-Friendly Complaints Guidelines to ensure their explanations and promotion tools are age appropriate. Section Leads and members of the Senior Management Team will be required to report on the implementation of this process for programs within their control and will report quarterly to the Executive Director.

It is the responsibility of the Senior Management Team to ensure that donor and partner organisations are familiar with this policy, and that lessons learned from instances of feedback and complaint are appropriately recorded and acted upon in a process of continuous and transparent quality improvement.

Beneficiary Feedback and Complaint Form - Template (ENG)

TLC is committed to providing high quality programs meeting the needs of the community. We value your feedback. This may be positive (compliments) or negative (complaints). Please use this form to let us know both what you think we are doing well or to advise of any issue of concern and about which you wish to lodge a complaint.

This form will allow us to make sure that your feedback is being heard clearly and is being effectively managed by us in resolving any issue you may have.

Indicate your response below with an X.

This is a:	compliment		complaint		general feedback	
-------------------	------------	--	-----------	--	---------------------	--

1: Your details

You may wish to provide anonymous feedback. If this is your preference, please indicate here with an X. Although we will seek to resolve the matter regardless of anonymity, we cannot provide a response on anonymous feedback.

Anonymous?

yes		no	
-----	--	----	--

Do you wish us to respond to you? If so, please provide personal details as follows:

First Name:	
Last Name:	
Address:	
Mobile number:	
Email address:	

2: Please provide details about your complaint or compliment

Program:	
Date of contact	
Contact person's name and position	

3: Please state your concerns

Please provide details of your main concerns, including what events led to making the complaint, compliment or feedback, approximate dates and who was involved.

4: What action have you already taken in relation to this feedback?

Have you discussed your concerns with the Program Manager or any other person to try to address your concerns? (Indicate your response with an X)

yes	<input type="checkbox"/>	no	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

If **yes**, with whom and what was the outcome?

Section 5: What would you see as reasonable outcomes from your feedback?

--

Section 8: Privacy

TLC is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating any matters of concern and responding to you.

TLC will only use your information in accordance with privacy and other laws. In order for us to provide services to you effectively and efficiently, we may need to share your personal information with others who will deal with the matters identified in your feedback.

If you choose to remain anonymous, TLC will be unable to deliver a response to you.

If you wish to contact TLC, who is responsible for managing the personal information that you provide on this form, please contact us via our website at contact@thislife.ngo

Section 9: Declaration

The information provided on this form is true and correct.

Signature:		Date:	
------------	--	-------	--

Thank you for taking the time to provide feedback about This Life . We undertake to investigate and resolve any concerns you may raise about This Life or its staff in a timely manner and to provide you with a response within 5 working days.