

# Complaints Policy and Procedure

(January 2016)

The ESRES Secretariat is committed to providing the highest levels of service to the ESRES Programme, which is funded by the UK Department for International Development (DFID). We welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better support to the ESRES Programme and people of Somaliland.

## Who can complain

Anyone may contact the ESRES Secretariat to make a comment, suggestion or complaint about any matter relating to the ESRES programme. You may also report a complaint about ESRES on behalf of someone else. You may contact the ESRES secretariat anonymously if you wish, but we encourage you to give your name since this helps us deal with your complaint more quickly and effectively. Allegations of fraud or corruption should be reported without delay either to the ESRES Secretariat or to DFID.

## How to complain

You should send your complaint in writing to the ESRES Secretariat email address: [info@esres-somaliland.org](mailto:info@esres-somaliland.org). Alternatively, you may visit the ESRES Secretariat office in Hargeisa in person. You may also call the Secretariat by telephone (our contact details are on the website [www.esres-somaliland.org](http://www.esres-somaliland.org)). We will respond within 15 working days.

## How we will respond

We will take seriously all oral or written complaints, without exception. Our goal is to provide a fair and confidential process and resolve the grievance in a professional and prompt manner. We believe that, wherever possible, complaints are best dealt on a local level between the complainant and the ESRES Secretariat. Complaints will be verified on their merits and, where possible, authenticated with the Author. We will ensure your complaint is dealt with properly and that all complaints or comments are handled consistently, fairly and confidentially. We will resolve complaints as quickly as possible.

The ESRES Secretariat will report on the complaints raised in our quarterly report to Joint Steering Committee, setting out how many complaints were made, what they were about, how they were resolved, how long it took to resolve them, and highlighting any pending complaints or issues.

## Your right to appeal

If you are not satisfied by the way in which we deal with your complaint, you may appeal to the ESRES Joint Steering Committee for further consideration. Details of the Joint Steering Committee's membership and meetings are available on the ESRES website.

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