



Sphere India
National Coalition of Humanitarian Agencies in India

COMPLAINT RESPONSE

MANAGEMENT



COMPLAINT RESPONSE MANAGEMENT (CRM)

Complaints

- Complaint can be a protest, a grumble, a charge, a grievance, or an accusation made by an employee against another employee, her/his supervisor or an external grievance made against Sphere India or more specifically against one of its employees, associated “consultants” or partners where the organization has allegedly failed to meet a commitment.
- That commitment might be related to SPHEREINDIA’ activities, its use of resources, its mission and values, staff conduct/behavior or legal requirements.
- Complaints can also be those relating to terms of service and benefits and their interpretation, those relating to the work environment, those relating to interpersonal relationships, diSphere Indiaplinary and conduct of colleagues, cheating, fraud and money laundering, sexual harassment, sexual exploitation, child abuse and those not falling under any of the above categories.
- Complaints may be real or imaginary; but in either case it is essential that they be brought to light, discussed and the matter resolved to the satisfaction of all concerned. Failure to do so will only result in the Complaint becoming a worsening cause of conflict and eventually leading to a greater problem.
- Organization is hopeful that all of its employees will have sufficient knowledge of such procedure and easy access to it in order to eliminate possible and unnecessary causes of conflict.
- The CRM Procedure is aimed at resolving work related grievances within the organization as fairly and as swiftly as possible.
- Employees may lodge Complaints without fear of victimization.
- Complaints should be resolved at the lowest possible level within the organization.
- Records will be kept of all Complaints received, statements and decisions.
- Any team member acting as a witness has the right to be accompanied by a representative of his/her choice.
- Any complaint made by the staff member without substantial reasons will be treated as a major misconduct by the complainant and will be treated accordingly.

Need for Resolving Complaints

Sphere India aims to:

- Improve accountability to its partners and beneficiaries
- Ensure human dignity and respect of those who wants to raise a complaint about Sphere India staff
- Allow Sphere India to rectify mistakes, to manage risks
- Improve effectiveness of the program

- Build level of trust, confidence, level of awareness to raise concerns and complaints with Sphere India by other stakeholders

Who can make a complaint?

All the stakeholders of Sphere India can make complaints: both internal and external.

Internal stakeholders are the staff members of the Organization, who may have complaints against a co-staff member or against the Management.

External stakeholders would include the beneficiaries, excluded community members, local leaders, government representatives, staff members or representatives of a partner organization.

CRM Implementation

Sphere India takes all grievances seriously. Everyone who interacts with Sphere India has access to a CRM system, including staff members, volunteers, partners, vendors, programme participants, and other third parties. The Complaints Response Management is implemented as follows:

- Sphere India Complaint Redress Committee (CRC) comprises of CEO as its Chairperson, and two other members nominated by the CEO. At least one member of CRC shall be woman.
- HR and Admin Department shall be the Secretariat of the CRC
- The complaint can be made either by a normal letter or over email or by fax.
- The complaints can also be dropped into the complaint boxes installed at the Head Office as well as at project offices and at project sites.
- Only if the matter warrants immediate attention, the members of the CRC could be contacted over telephone followed by a written confirmation.

CRM Methodology

- All complaints received through complaint boxes will be collected by the seventh of every month and sent by the Administrative Head of the office to the CRC.
- In case there is no complaint found, a nil report shall be submitted.
- All complaints shall be acknowledged within 3 days of the receipt.
- All complaints received through complaint boxes and by other means are to be recorded in a complaint register maintained both at local offices and Head Office with details such as complaint number, date of complaint, name of complainant, address of the complainant, contact details of the complainant, brief details of the complaint, date of forwarding the complaint to head office/ received in head office, action taken, remarks, etc.
- The CRC would first determine whether the complaint/grievance relates to local issues, staff behavior, Organizational policies, behavior of staff of other agencies, or related to any other stakeholder.

- If the complaint/grievance relates to local issues or staff, the CRC would further determine whether the same could be handled by the committee at head office level or any of the committee member is required to visit the local site for an on the spot study and collection of information.
- On receipt of the complaint from the complainant, or the report from the member of the committee, the CRC would resolve the issue within a period of 15 days from the date of receipt of the complaint or within a period of 7 days from the date of the report and inform the result of the finding and action taken on the issue to the complainant.

Support for CRC

- The Complaint Redress Committee could seek advice or support from any functionary of the organization, or any other stakeholder, if considered essential for resolving the grievance;
- The CRC would document the complaint and take follow-up action.
- The final outcome of the complaint-handling process in each case would be advised to the aggrieved, in writing by the HR Department;
- Complaints that result in diSphere Indiplinary cases would be dealt with under appropriate diSphere Indiplinary rules.

Committee members can also be reached by phone or email. For concerns and complaints please contact Complaint Redress Committee (CRC) below:

- **Vikrant Mahajan, CEO, Sphere India –**
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- **Saikhom Kennedy, Senior Manager, Operations –**
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- **Dr Henna Hejazi, Senior Manager, Programs –**
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Sphere India is a National Coalition of Humanitarian, Development and Resilience Actors in India. The strategic outreach of 155 full members includes key nodal organizations from UN, INGOs, National NGOs, CSR , Academic Institutions, Sector Networks, Expert Individuals, and State IAGs/Networks. The local outreach is evolving with 805 associate members as Sphere India Locally Empowered Organisations Network (LEON) and 1,80,000 community volunteers (CDRF -Community Disaster Response Force) mapped for varied capacities all over India. Sphere India facilitates multi stakeholder coordination, knowledge & capacity sharing and collaborative advocacy for enhancing accountability to affected and at-risk population.

Contact

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