



## **MIO-ECSDE's COMPLAINT POLICY**

**The Mediterranean Information Office for Environment, Culture and Sustainable Development (hereby referred to as MIO-ECSDE), acknowledges that having a structured mechanism for external complaints can enhance the trust and confidence of stakeholders and helps identify areas for improvement to enhance the quality of its work.**

MIO-ECSDE strives to operate in line with its Statutes and Code of Conduct and is committed to the principles of transparency and accountability that give its stakeholders the opportunity to hold the organization accountable.

This document outlines how complaints can be submitted and how the MIO-ECSDE Secretariat and Executive Bureau handle received complaints.

### **Who does this policy apply to?**

It applies to MIO-ECSDE's member organizations and affiliated organizations, partners and members of the public (individual, legal or other entity).

Internal issues and grievances from MIO-ECSDE's Executive Bureau members, officers, other staff, volunteers and interns are managed according to MIO-ECSDE's whistleblower policy.

### **Nature of complaints**

This Policy deals exclusively with external complaints or dissatisfaction about MIO-ECSDE's (and/or its staff members') work and performance.

The complaints referred to in this policy can be related to (this list is not exhaustive):

- the quality of MIO-ECSDE's programme and quality of work
- breach of legal requirements
- breach of GDPR requirements and the MIO-ECSDE Privacy Policy
- breach of the MIO-ECSDE Anti- Fraud/Corruption policy
- staff conduct and behavior
- discrimination and breach of the MIO-ECSDE Gender Policy
- physical/psychological/sexual abuse

### **Principles**

In handling complaints, MIO-ECSDE upholds the following principles:

- **Courtesy and respect**: All complaints and communications are handled by MIO-ECSDE with courtesy and respect. Similarly, MIO-ECSDE does not tolerate threatening, abusive or unreasonable behavior by any complainant against the member staff handling the complaint. In this situation, MIO-ECSDE reserves the right to cease communication with the complainant immediately.
- **Objectivity**: All complaints are addressed in an objective and unbiased manner. In case of conflict of interest, the staff of the Secretariat in question will be withdrawn from the complaint handling process.



## Mediterranean Information Office

for Environment, Culture & Sustainable Development

The Mediterranean NGO Federation for Environment and development

12, Kyrristou str. 105 56, Athens, Greece

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W: [www.mio-ecsde.org](http://www.mio-ecsde.org)

- **Timeliness:** Complaints are investigated and responded to in a timely manner, usually within 3-5 working days. MIO-ECSDE will keep the complainant informed of the progress of his/her complaint if the response cannot be provided within the specified timeframe.
- **Confidentiality:** We are committed to protecting the privacy of the complainant. Unless it is otherwise requested by him/her, all information will be treated in confidence, and will not be shared with anyone who is not directly involved in the handling of the complaint.
- **Continuous Improvement:** complaints will be used as a source of improvement for MIO-ECSDE.

### How can you file a complaint?

Complaints can be made:

- Verbally, by calling the MIO-ECSDE secretariat at: **0030-210-3247490**,
- By e-mail to: [complaint@mio-ecsde.org](mailto:complaint@mio-ecsde.org) (having as title "Complaint"),
- By post to **12, Kyrristou str. 105 56, Athens, Greece**,
- Directly to a [staff member](#) of MIO-ECSDE.
- If your complaint concerns an event organized by MIO-ECSDE, you can also express it through our evaluation forms distributed at the end of each event.

To ensure a better handling of complaints, the following information is needed:

- A full name, organization/entity, contact detail (the complaint can also be submitted anonymously, however this will limit the extent to which MIO-ECSDE can provide feedback to the complainant),
- An explanation of the issue. If the complaint concerns a member of the staff or the Executive Bureau, it is recommended to provide the name of the person in question, though it is not mandatory.
- Supporting documentation (if available).

### Registering and resolving complaints

According to the MIO-ECSDE internal procedure "Management of failures-complaints", it is the responsibility of the staff member who receives the complaint to report it to the Quality Assurance Officer. The Quality Assurance Officer registers the complaint and informs the Chairperson. In collaboration with the concerned person(s), the Quality Assurance Officer investigates the complaint with a view to ensure that it is justifiable and true and locate the root cause. As appropriate, the solution to the problem (remediation) is registered.

If the complaint is targeting the Chairperson and/or the Quality Assurance Officer, it can still be addressed to the dedicated e-mail: [complaint@mio-ecsde.org](mailto:complaint@mio-ecsde.org) which is received also by the MIO-ECSDE Integrity Officer.

### Responding to complaints

A complainant, who is not anonymous, will receive a response with the outcome of the complaint or, if it is a complex matter, he/she will be informed about when it will be investigated further and how long it is likely to take. MIO-ECSDE will let the complainant know the outcome which may include:

- corrective action that has been taken;
- timeline for implementation; and/or
- the person addressing the issue.

Wherever possible MIO-ECSDE will invite the complainant to outline suggestions for actions the organization can take to ensure similar complaints do not arise in future.



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### Right to appeal

If a complainant is unhappy about the outcome of his/her complaint, or if he/she believes the corrective action has not been adequately implemented, he/she may appeal.

### Update

This policy may be periodically updated. The latest version is available on [this page](#) and was published in December 2020. Any changes made are posted here and are effective immediately.