



Complaints and Feedback Mechanism

The purpose of this document is to set out the principles and processes for filing complaints and feedback, addressing them and communicating them.

In this document, you will find a description of the procedures and tools to gather and listen to, collect and analyze feedbacks and complaints from all the community of YSR or partners, how actions are triggered at programming or decision making level, and how the response is provided to the person who complained and if appropriate, to the wider community.

Why come forward?

YSR strongly encourages everyone to come forward and communicate about:

- any feedback they have about staff, programming, activities provided by YSR
- witnessing a breach in the Code of Conduct by a YSR community member,

Indeed, YSR aims at creating a safe environment for everyone in their community. To make sure this safe environment is created, a set of procedures and policies exists, which are useless without a CFM.

Process

When a complaint is received via one of the channels, the reference person will fill an entry into the **CFM logform**. Together with the Global reference person, a plan of action will be prepared with action points to be taken immediately or a specific deadline, and response to the person who gave feedback / filed a complaint.

Formal Channels

The combination of different channels aims at making sure there is a way suitable for anyone to be able to voice their complaints or feedback.

Suggestion Box

Each location has a suggestion box, visible to all users. It has the advantage of being very accessible, has a wide reach and can insure anonymity. On the other hand, it is not suitable for people with limited literacy, and makes responses difficult to put in action.



Collection will happen every week by the reference person.

Phone number for reference person

A poster is put in every location, with a photo of the reference person, the email address and a phone number, with appropriate translations and pictograms.

Face to face discussion

Face to face discussions with the reference person are always welcome, but also to any staff member of YSR.

Dedicated email address

An email address, feedback@yogasportwithrefugees.org is dedicated to collecting feedback and complaints. This email address is handled by the global reference person.

Form

A form can be used either for complaints and feedbacks or for incidents: [Feedback form](#)

Other possibilities

- Community focal point
- Open meetings

Informal channels

Informal discussions

YSR's staff is regularly at the gym. It is quite common to gather feedback from informal discussions, and anyone receiving feedback has to relay the feedback and/or complaint to a reference person in the organization.

Monitoring methods

In the process of monitoring and evaluation, focus groups and quantitative and qualitative indicators are set to gather feedback.



Feedback and complaints categories

The feedback received will be categorized into one of these categories:

- **Request for information:** questions about current project activities, services and eligibility, or about the organization
- **Request for support:** A request by an individual to receive project services that have not been supplied due to a potential targeting error or larger access issue.
- **General suggestion and improvement:** Feedback on relevance, quality and appropriateness of services. A request to change how support is provided in current or future projects.
- **Appreciation:** Appreciation of the service or activities provided
- **Complaint about service or support:** A complaint or expression of dissatisfaction about timeliness, appropriateness or quality of services or support.
- **Violation of CoC:** An allegation of misconduct involving YSR staff (including interns, volunteers, partners, teachers) which includes safeguarding issues, harassment, abuse or exploitation, fraud or misuse of project resources or unprofessional behavior
- **Safety and security concern:** Information related to the safety or security of YSR staff, spaces or goods, of partners or of the community
- **Out-of-scope feedback:** A request for support not provided by the project, or programmatic feedback on support provided by another actor. No safeguarding violations or issues of protection from abuse or fraud are included in this category.

Who is handling the complaints

The complaints are handled by three people in the organization: A local reference person, in the location, usually the project manager, a global reference person, usually a director, and an External reference person, who can be a board member, or someone not on the ground. The reference person by default is Claire Lalande.

Providing response

In person response

Can be done via phone call, meeting or email



Public communication

If appropriate, responses can be given as communication via a poster, social media or newsletter.

Responsibility and protection

Yoga and Sports with Refugees strongly encourages everyone to give their feedback or voice their complaints.

This policy is intended to encourage and enable everyone to do so, and will be protected.

Breaking Barriers to Reporting

The staff, volunteers and teachers of YSR have an obligation to report any misconduct witnessed, in order to protect individuals. Despite this, many cases can remain unreported. Common barriers to reporting include:

- Fear that someone might lose job/ status/ reputation/ privileges. This is addressed by making sure any action taken is fair.
- Belief that reporting will not do any good or make a difference. This is addressed by making sure a plan of action is prepared and implemented for each relevant feedback/ complaint, and a response is given.
- Not understanding what or to whom I am supposed to report. This is addressed by this document.
- Fear that people will find out that I was the one who reported. The identity of people filing a complaint or giving feedback is strictly confidential and will not be disclosed. In addition to that, there are channels enabling anyone to report in an anonymous way.
- Other people who complained were not believed, so why would they believe me? YSR is committing, through this document and through appropriate training, to investigate and treat fairly all complaints, and communicate about the plan of action taken.
- Not trusting the system.