

## Enterprise Challenge Pakistan

### ***Complaint and Reporting Management System***

If you have concerns that an employee, mentor and other representative has behaved in a manner that contravenes the Code of Conduct, you should follow this process to report that incident by following the below reporting process:

#### **Complaint Investigation and Escalation Management:**

- On receipt of any complaint an investigating manager/PC/PL/management will be appointed to investigate the matter.
- Where the matter impacts, or potentially impacts on a partner organisation this will be raised with the nominated partner contact.
- The investigator will speak with the person raising the concern, the person whom the complaint is about and potentially any other person who may have witnessed such behavior. Where this involves interviewing children or young people, then it will always be undertaken with specific safeguarding protections in place.
- Where the matter relates to an issue that may have criminal repercussions or breach regulatory standards the appropriate authorities will be contacted.
- Anonymous concerns will be taken seriously and investigated where possible. If there are concerns about confidentiality, please discuss with the investigation officer. The investigator will report back their findings.
- Where the investigator deems there is a potential case to answer, a disciplinary hearing will be set up.
- Where the findings point to criminal activity or activity that breaches regulatory standards, then the relevant authorities will be alerted if they have not already been.
- A quarterly report of actions under this policy will be made available to the partner organization and anonymized findings will be made available to any partner organizations to demonstrate due diligence and transparency.

#### **Escalation and Investigation Process:**

##### **First Step: Investigation and Consultation with Project Coordinator**

A formal written complaint will be logged on the ECP website by filling the form. This form will include details of incident with any examples of proof, person name with designation who abused or part of the incident, date and time, name and contact of the complainant (for anonymity, this is optional). Identity of the complainant will remain protected throughout the investigation and this will not harm at any case on the participation/result and the participation of the person in the program.

Project coordinator-PC will acknowledge the receipt and initiate the investigation process, once they have received the form with detail. PC thoroughly understand the complaint, take consultation with the Code of Conduct and in discussion with project lead, write first assessment report. This assessment report articulates the details of the incident and the actions taken to resolve the issues.

Depending on the nature of the complaint which could be in between: Within Range (take 2 days to resolve), Medium-Range (take a week) and High-Range (2 weeks or plus). In brackets, the timings are resolution of the complaint timings.

### **Second Step: Escalation to the Project Lead**

Once the complaint lies within a medium-range, it will be escalated to the project lead- PL after two days. PL will assess the report that PC will write and take the lead. PC also keeps the complainant aware about the timeline and inform the escalation process. PL, on the other hand, depending on the severity of the complaint, check all the facts, policy and codes, first assessment report, consult with Project Head of SEED and write second assessment report which should be either a resolution or recommendation to escalate this to the senior level or to the law enforcement agencies.

### **Third Step: Escalation to the SEED's Head of Project/ Senior Management or to the Law Enforcement Agency- LEA:**

If the matter is serious and passed the first and second steps without the resolution, the matter will be escalated to SEED's HOP, Senior Management or to the Law Enforcement Agency. The timeline and the process should be updated to the complainant. Once the complaint reached to the agreement, final assessment report will be written by the person in senior position and decision should be communicated. Depends on the severity, the complaint may directly reach to the second or third step. The escalation timings mentioned here are as a reference to make the entire process transparent and discipline.