CHS Alliance Membership Complaint Form

Thank you for using the CHS Alliance Complaint Mechanism. We are happy to assist you with your complaint if it fits the following criteria:

* **Unsatisfactory complaints *process*:** Complaints regardinga completed internal complaints *process* that was viewed as inadequate for the communities or people affected by crisis, which were the focus of the complaint. Complaints must have already been filed and addressed through the CHS Alliance member organisation, in line with their complaints policy. Note: The *process* includes both the handling of the complaint and the appeal process. The inadequacy does *not* relate to the outcome of either process.
* **Inadequate follow-up/process:** Complaints regarding sexual exploitation, abuse and sexual harassment, or other abuses of power against a person or persons affected by crisis where the complainant found the case management by a CHS Alliance member did not adequately follow the organisation’s adopted policy.
* **Well-founded fear of retaliation:** Complaints regarding sexual exploitation, abuse and sexual harassment (SEAH), or other abuses of power against a person(s) affected by crisis where a complainant has a well-founded fear of retaliation by the CHS Alliance member organisation.
* **No complaints mechanism in place:** Complaints about a CHS Alliance member or their staff only when that member does not yet have in place a complaints mechanism that is accessible for communities and people affected by crisis.

If your complaint fits one or more of these, please provide the following information.

* **If you need help with filling in the form** – if you have any problems completing the form, please fill in what you can, send it to us and we will be happy to assisit you with its completion.
* **Knowing how we handle the information you give us**: This information you send us will be received by the CHS Alliance Secretariat Working group whose names can be found [here](https://www.chsalliance.org/complaints/). They may share your case with the Technical Expert Group, but all identifiable data will be anonymised, unless we have your explicit consent to share. Your data will be stored on a private and restricted database and anonymised as soon as your case is closed.

## Information required:

|  |  |
| --- | --- |
| Date of Complaint being filed. |       |
| Name of Complainant[[1]](#footnote-1) |       |
| Your organisational affiliation, if applicable |       |
| Contact information of Complainant (e-mail, phone, Zoom, etc.) |       |
| Preferred means of communication (written, e-mail, phone, Skype, language) |       |
| Complaint corresponds to which element of the Policy’s scope  | [ ]  Unsatisfactory complaints process[ ]  Inadequate follow-up/process[ ]  Well-founded fear of retaliation[ ]  Organisation you are complaining about has no complaints mechanism in place |

## DETAILS ABOUT YOUR COMPLAINT:

|  |  |
| --- | --- |
| When was the original complaint filed with the member organisation? |       |
| Provide the details of the original complaint and appeals including the steps followed, timeline, and outcomes of the handling of the complaint and appeal |       |
| Can you share a copy of the organisation’s complaints policy? | [ ]  Yes |
| What elements of the organisation’s complaints policy and procedures were not followed or were lacking? |       |
| Other relevant details related to the complaint |       |
| The names and contact information of individuals who handled the complaint (if available) |       |
| Do you agree with us contacting these individuals or the organisation and sharing the information you have submitted? |       |
| Are there any other attachments you would like to include (e.g. investigation reports, conclusions, etc.)? |       |
|  |  |

Once you have completed this form, please email it, along with any accompanying documents as attachments, to: complaints@chsalliance.org.

We will acknowledge receipt of your complaint within three working days. We will respect your confidentiality, and the complaint will be handled with sensitivity according to the [CHS alliance complaints policy](https://www.chsalliance.org/get-support/resource/chs-alliance-complaints-policy/) and [its accompanying procedures](https://www.chsalliance.org/get-support/resource/procedures-for-the-chs-alliance-complaints-policy).

1. **Anonymous complaints: As per the CHS Alliance Complaint Policy -** The CHS Alliance recognises that, at times, people with genuine concerns cannot speak out because of special circumstances and may wish to lodge a complaint without revealing their identity. As a principle, the Alliance does not accept anonymous complaints, given the associated difficultly of assessing the accuracy and credibility of the facts and evidence on which the complaint is based. In exceptional cases, the Alliance may give consideration to anonymous complaints, after addressing any potential risks, if there are grounds for further action. [↑](#footnote-ref-1)