



UFUK
İnsani Yardım Derneđi

UFUK ASSOCIATION FOR RELIEF AND DEVELOPMENT

Complaints Management Policy



1. INTRODUCTION

UFUK ASSOCIATION FOR RELIEF AND DEVELOPMENT (hereinafter referred to as the “Association”) considers it a fundamental responsibility to seriously address the feedback and complaints of all stakeholders (beneficiaries, donors, volunteers, employees, and other relevant parties). This policy aims to ensure that complaints regarding the services provided, projects implemented, or general activities of the Association are managed fairly, transparently, effectively, and in a timely manner. Complaints are regarded as valuable opportunities to continuously improve the quality of services and operational efficiency of the Association.

2. SCOPE

This policy covers all feedback and complaints related to the activities of our Association. Members of the board of directors, all employees, volunteers, and project partners are responsible for implementing this policy. It applies to all types of feedback and complaints submitted in writing, verbally, or electronically.

3. CORE PRINCIPLES

Accessibility: Our complaint mechanisms are easily accessible, understandable, and free of charge.

Fairness and Impartiality: Each complaint is examined without discrimination, prejudice, or bias, and with an objective approach.

Confidentiality and Security: The identity of the complainant and the information related to the complaint are protected with the highest level of confidentiality and shared only with authorized individuals for resolution purposes.

Prompt and Effective Resolution: Complaints are reviewed as quickly as possible, and feedback on the resolution process is provided.

Continuous Improvement: Each complaint is used as an opportunity to identify potential weaknesses in our systems and processes, and root cause analyses are conducted to prevent recurring problems.

Transparency and Accountability: Our complaint-handling processes and decisions are transparent. Regular monitoring and reporting of these processes are carried out.

4. COMPLAINT MANAGEMENT PROCESS

Complaints are managed according to the following steps:

1. **Receipt of Complaint:** Complaints are received through the communication channels listed below.
2. **Registration and Acknowledgment:** Each complaint is recorded in a central system with a case number, and the complainant is sent an acknowledgment of receipt.
3. **Assessment and Prioritization:** The complaint is directed to the relevant unit or person based on its seriousness and nature. High-priority complaints are subject to faster review.
4. **Review and Resolution:** The relevant unit thoroughly examines the complaint, gathers necessary evidence, and develops a fair solution proposal.

5. **Feedback and Closure:** The complainant is informed about the resolution. If the solution is accepted, the case is closed. If not, the process is escalated to senior management.
6. **Process Improvement:** Complaint data are periodically analyzed. Corrective and preventive measures are planned for identified root causes to improve services and processes.

5. COMMUNICATION CHANNELS

You can submit your complaints through the following channels:

- **Website:** Through the “Contact Form” on the UFUK ASSOCIATION FOR RELIEF AND DEVELOPMENT website, available 24/7.
- **E-mail:** You may submit complaints via the Association’s official email addresses, available 24/7.
- **Telephone:** Complaints may be submitted via our central office phone line during working hours (08:30–17:30).
- **Written/Physical Submission:** Complaints may also be submitted in writing by visiting the Association’s headquarters in person.

Sincerely,

The Board of Directors and Legal Team of UFUK Association for Relief and Development

For detailed questions, please contact,

info@ufuk-insani.org