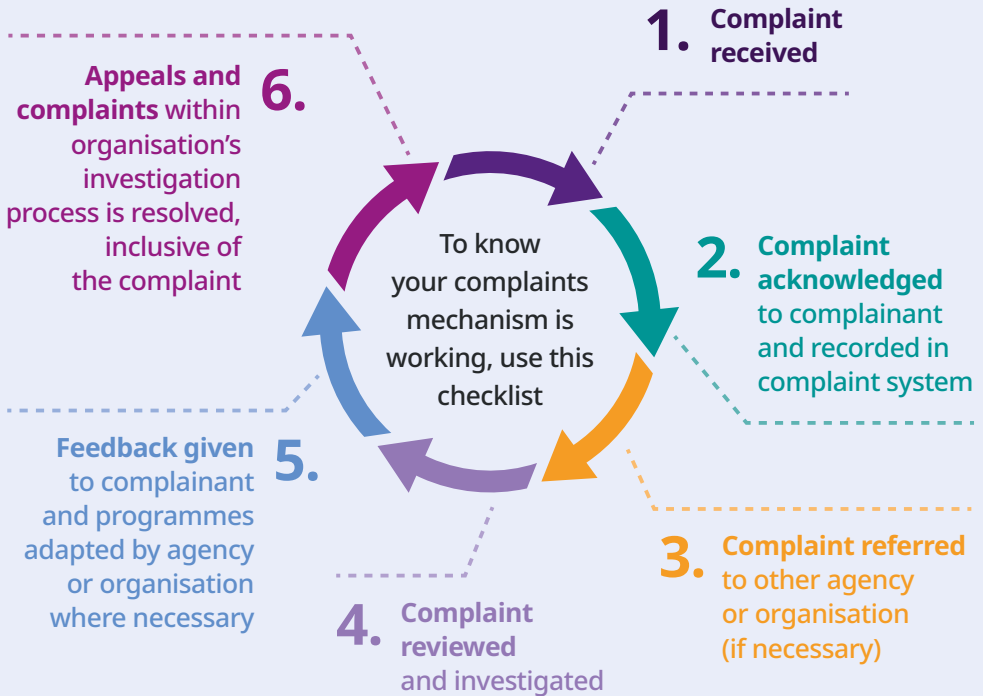Steps to follow

An effective complaints mechanism checklist

For a complaint mechanism to be effective and trusted by communities and workers, complaints must be responded to and complainants should be kept informed of the outcome of action taken within an appropriate time frame.

This is 'closing-the-loop' – if feedback is not provided then the loop is not considered 'closed' and the system cannot be truly effective or accountable to all parties involved.

To know your complaints mechanism is working, use this checklist

1. **Complaint received**

2. **Complaint acknowledged** to complainant and recorded in complaint system

3. **Complaint referred** to other agency or organisation (if necessary)

4. **Complaint reviewed** and investigated

5. **Feedback given** to complainant and programmes adapted by agency or organisation where necessary

6. **Appeals and complaints** within organisation's investigation process is resolved, inclusive of the complaint

To report concerns:

Agency ....

Contact name ....

Phone number ....

Email ....

URL ....

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