

Vision

Indigenous people in Cambodia exercise their rights and effectively participate in the development of the national society, in using and managing their land and natural resources for their sustainable livelihood, and maintenance of their culture identity.

Mission

To promote indigenous communities, both women and men, to effectively and equitably participate in decision making to choose their own future, especially to assure their rights in sustainably managing, using and development their land and natural resources that are the basis of their livelihood and for conserving their culture.

NTFP Address

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*NTFP registered with the
Ministry of Interior on 18th
May 2007*



យន្តការនៃបណ្តឹង

Complain Procedure

Final Approval date: 02 June 2017

Internal Complaint Mechanism of NTFP

I. Introduction

NTFP has developed internally a Complaint Mechanism which includes the participation of staffs involved and other related individuals within the target area of the organization, with the aim of gathering the information and opinions concerning the task implementation of staffs, the organization's services provision, and to solve and improve its work.

Definition of Complaint Mechanism: this is the process or means of gathering the information so as to resolve the problem specifically and officially.

The Complaint Mechanism will benefit NTFP with the ability to effectively respond to concerns or problems of staffs while performing their tasks, make changes or improvement on time, and reduce tensions and conflicts.

II. Scope

This Complaint Mechanism shall apply to staff within the organization as well as to other related individuals, while implementing the project in target areas; it covers complaints on task implementation, and complaints on serious cases (abuse, drug, violence etc.).

This Complaint Mechanism does not cover anonymous complaints and criminal cases.

A complaint can be filed against the Board of Directors, the staff, the community, development partners, and beneficiaries (during the project timeline).

III. Complaint Procedure

NTFP shall accept the following:

- Oral complaint (by meeting face to face, or by telephone)
- Written complaint (letter put in mail box, e-mail, formal letter).

To facilitate the filing, a Complaint Form will be developed with mention of petitioner's identity so as the Committee can give back the results.

Oral complaint: by telephone, meeting, and personal meeting.

Written complaint: the petitioner can file a complaint through a letter, an e-mail, or Facebook (to ensure fear free).

IV. Complaint Mechanism

To make sure that the complaint is considered on time and that the petitioner has no fear:

- The responsible person shall ensure that the complaint be considered and resolved within one month after reception, and to keep strict confidentiality.
- The person responsible for the reception of complaint can be: the Director, the Account Manager, the Officers of Human Resource Department, and the Project Manager. Soon after

reception, the complaint shall be referred to the specific Complaint Solving Committee. A Complaint Solving Committee is composed of 3 to 5 members.

V. Mechanism to Address Complaint / to Resolve Dispute

The mechanism is set to manage conflicts within NTFP and to improve progress within each unit.

To facilitate the resolution, we distinguish 2 types of complaints:

- internal complaint (related to staff, and comprising serious and non-serious cases), and
- external complaint (for beneficiary, community and development partners).

The complaints on criminal cases and those that are over our competency shall not be considered.

The complaints related to a project implementation within a target area that NTFP cannot solve shall be referred to partners or involved authorities.

To resolve complaints, (different) Committees will be established with definite roles and responsibilities in the investigation, gathering of information and evidences.

The complaint resolution shall comprise 3 steps:

- Step 1: Study of the reason/origin of the complaint – 3 to 5 days.
- Step 2: Gather Information and evidence – 3 to 10 days
- Step 3: Sum up result and arrangement – 5 days.

The resolution shall be provided to the petitioner within one month, through e-mail, letter, telephone or personal meeting.

The persons who have the rights to keep and read the complaint are the Project Managers and the Officers of Human Resource Department. The complaint shall be inserted into the database.

VI. Protection of petitioner's identity

The petitioner's identity and other information shall be kept confidential. In case of breach, legal measures shall be taken according to Policy.

VII. Review

The Compliant Mechanism shall be reviewed every 2-year, and prior to the date if necessary. All the staff will be involved.

Approved by:


Ms. Yim Leang
Acting Chairperson of NTFP Board



Complaint filing Form

About the petitioner: (You can mention your name or not)

Name: Sex: Age:

Telephone Number: Email:

Address:

Confidentiality:

Do you want that we keep the complaint confidential and let only the members of the Complaint Resolution Committee know? Tick the box.

Yes

No

Types of Complaints:

What kind of complaints is yours? Tick the box

Complaint related to work implementation (non-execution of project in the target area of the organization)

Complaint related to staff behavior (sexual abuse, discrimination)

Complaint related to corruption or deceit

Complaint related to a crime (against Domestic Laws)

Complaint related to sexual act with children

Complaint related to child trafficking

Complaint related to child labor exploitation

Others:

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About your complaint:

Please describe clearly the place, time, facts that occurred and people involved?

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Attached documents:

Do you have any documents attached or sent related documents as evidence of your complaint?

Yes there is/are

No there isn't.

If yes:

1. 2.
3. 4.

Expectation:

How do you think your complaint shall be dealt?

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.....
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Recognition:

When you file this complaint, you recognize the resolution mechanism of NTFP whose process is mentioned in NTFP web pages.

You can send your complaint to admin@ntfp-cambodia.org or call to the phone number 097 73 61 421 / 089 98 33 81 Or post to the nearest NTFP Mail Box.