



The translation into English has been carried out from the Ukrainian language in accordance with the original document approved by the Association

APPROVED
By the Decision of the Board No. 17
dated July 18, 2021

NEW EDITION
APPROVED
By the Decision of the Board
Protocol No. 28/11
dated November 28, 2024

COMPLAINTS AND FEEDBACK POLICY of the Local Association of Local Self-Government Bodies “Association for Communities Participatory Development”

1. GENERAL PROVISIONS

1.1. This policy establishes a complaints and feedback mechanism designed to ensure transparency, accountability, and effective response to inquiries from citizens and other stakeholders. The policy is developed to facilitate efficient interaction with territorial communities in Ukraine and international partners in line with the mission and vision of the Association.

1.2. The provisions of this policy do not apply to the project activities of the Association. Project activities, as well as the mechanisms for monitoring, evaluation, and feedback, are regulated by the Association's Monitoring and Evaluation Policy.

1.3. Objectives:

- Ensure transparency and accountability in the activities of the Association.
- Provide a mechanism for submitting and reviewing complaints and suggestions.
- Ensure prompt and fair resolution of complaints.
- Strengthen the trust of communities and international partners in the Association's activities.

1.4. This policy applies to all members of the Association, employees, partners, and beneficiaries of programs implemented by the Association.

1.5. Principles:

- Transparency: All processes must be clear and accessible.
- Accessibility: Information must be available to all stakeholders.
- Confidentiality: All inquiries are handled confidentially, respecting personal data rights.
- Neutrality and fairness: All complaints and suggestions are reviewed objectively and impartially.
- Efficiency: Complaints are addressed in the shortest possible time.

2. PROCEDURE FOR SUBMITTING COMPLAINTS AND INQUIRIES



2.1. Forms of Submission:

- Written form (letters, emails)
- Verbal form (in-person meetings, phone calls)
- Online form (official Association website)

2.2. Registration of Inquiries:

- Each inquiry is recorded in a special complaints and suggestions log.
- A confirmation of receipt is issued, specifying the review timeframe.

2.3. Review of Inquiries:

- Inquiries are reviewed by the responsible person or committee within the established period (up to 30 business days).
- If additional experts are required, the timeframe may be extended with notification to the applicant.

2.4. Decision-Making:

- Following the review, a decision is made regarding necessary actions.
- The applicant is informed of the review results and the measures taken.

2.5. Appeal Process:

- If the applicant disagrees with the decision, they have the right to appeal to the Association's Board.
- The appeal is reviewed within 15 business days from the date of receipt.

3. FEEDBACK MECHANISM

3.1. Analytical Reviews:

- Regular analysis of inquiries and complaints to identify key issues and areas for improvement.

3.2. Communication with Stakeholders:

- Regular meetings, seminars, and consultations with communities and partners to discuss issues and solutions.

3.3. Responsibilities:

- Responsible staff: Designated Association employees are in charge of registering, reviewing, and resolving complaints.
- Complaints Review Committee: Established for an objective and impartial review of inquiries by order of the Association's Executive Director.

3.4. Control and Monitoring:

- Regular internal audits of procedures to ensure compliance with established standards.
- External audits (if needed) to enhance trust among communities and partners.

4. FINAL PROVISIONS

4.1. This policy is subject to regular review for improvement.

4.2. The policy comes into effect upon its approval.

4.3. Members of the Association, representatives of its governing bodies, and employees may submit proposals for improving the policy by sending a letter to the Association's executive directorate. The proposals are reviewed by the executive directorate.

4.4. Amendments and additions to this policy are made by decision of the Association's Board.

Head of the Association
Ivan Kalashnyk