

Grievance and Complaints Mechanism

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1. Introduction

1.1. Purpose and Scope

TI-Korea Chapter has established the grievance and complaints mechanism to provide an organized, transparent, and systematic process through which stakeholders can voice their concerns, complaints, or grievances related to the organization's actions or inactions. This mechanism addresses these issues promptly and fairly, reinforcing the organization's commitment to transparency, accountability, and continuous improvement.

The scope encompasses all activities, projects, and programs undertaken by TI-Korea Chapter. It applies to any grievance or complaint from employees, partners, beneficiaries, donors, or other external stakeholders.

1.2. Definition of Grievances and Complaints

Grievance: Refers to a formal expression of dissatisfaction or concerns raised by stakeholders regarding any aspect of TI-Korea Chapter's operations that affects them directly or indirectly.

Complaint: Refers to a specific allegation of malpractice, misconduct, or violation of the organization's policies and principles. This could pertain to instances of corruption, mismanagement, harassment, or other unethical behaviors.

It is essential to differentiate between the two to ensure they are handled appropriately and directed to the proper channels.

1.3. Importance of an Effective Grievance Mechanism

An effective grievance mechanism plays a pivotal role in the following:

Building Trust: The mechanism fosters a culture of trust and openness by allowing stakeholders to voice their concerns and ensuring they are addressed.

Enhancing Accountability: It ensures that the organization remains answerable for its actions and decisions, reinforcing its commitment to its principles and mission.

Continuous Improvement: Feedback, even in the form of grievances, provides invaluable insights. It highlights areas of improvement and offers an opportunity to refine strategies, policies, and processes.

Mitigating Risks: By addressing grievances promptly, the organization can prevent potential escalations that could tarnish its reputation or result in legal complications.

Through this section, stakeholders clearly understand why the grievance and complaints mechanism exists, what it encompasses, and how it functions in the larger framework of TI-Korea Chapter's commitment to maintaining ambitious standards of integrity and transparency.

2. Principles of the Grievance Mechanism

The Grievance Mechanism of TI-Korea Chapter operates on a foundation of clearly defined principles. These principles ensure that the mechanism is adequate, equitable, and serves the best interests of all stakeholders involved.

2.1. Transparency

All processes are open and transparent, from submitting a grievance to its resolution.

The stages of addressing a grievance will be communicated upfront to the complainant.

Periodic updates will be provided to the individual/group raising the grievance, ensuring they are always aware of its status.

2.2. Confidentiality

The complainant's identity will be kept confidential unless they give explicit permission to disclose it.

Measures will be taken to ensure the secure storage and handling of data related to grievances.

Only authorized personnel will have access to grievances, ensuring that sensitive information remains protected.

2.3. Accessibility

The grievance mechanism will be easily accessible to all stakeholders, regardless of location, language, or technological capabilities.

Multiple channels (e.g., online platforms, phone lines, physical drop boxes) will be available for stakeholders to raise their grievances.

Special provisions will be made for differently-abled individuals to ensure they can navigate and use the mechanism without hindrance.

2.4. Responsiveness

All grievances will be acknowledged within a predefined time frame (e.g., within 72 hours of submission).

A clear timeline will be set for the resolution of each grievance, depending on its complexity and severity.

Stakeholders will be informed promptly if there are any unexpected delays in the process.

2.5. Non-Retaliation

A strict non-retaliation policy will ensure that individuals raising grievances do not face any backlash or adverse consequences.

Proactive measures, such as awareness campaigns and whistleblower protection policies, will be implemented to reassure stakeholders of their safety when voicing concerns.

In case of any reports of retaliation, swift action will be taken, and the perpetrators will face appropriate consequences.

Incorporating these principles into the grievance mechanism ensures that TI-Korea Chapter adheres to international best practices and standards. Moreover, by detailing the policies supporting each principle, the organization offers assurance to stakeholders, emphasizing its commitment to addressing grievances effectively and equitably.

3. Roles and Responsibilities

The effective functioning of a grievance mechanism relies heavily on clearly defined roles and responsibilities. This ensures that every step of the grievance process is handled by competent individuals, ensuring efficiency, consistency, and fairness.

3.1. Governance Structure

The Grievance Committee will oversee the smooth operation of the grievance mechanism. This Committee will comprise representatives from various departments, ensuring a holistic approach.

A Grievance Officer will be designated as the primary point of contact for all grievances. They will report directly to the Committee and the organization's top management.

Specialized teams or individuals may be appointed to address specific grievances, such as financial matters or sexual harassment.

3.2. Role of the Grievance Officer/Committee

Grievance Officer:

- Receive and register grievances.
- Perform an initial assessment to categorize the grievance.
- Assign the grievance to relevant departments or teams.
- Liaise with the complainant, providing updates and collecting further information if needed.
- Ensure timely resolution and feedback to the complainant.

Grievance Committee:

- Review complex or high-level grievances.
- Monitor and evaluate the overall effectiveness of the grievance mechanism.
- Provide recommendations for improvements.
- Ensure that the grievance mechanism aligns with the organization's principles and policies.
- Address any complaints against the Grievance Officer.

3.3. Duties of Staff and Volunteers

Awareness: All staff and volunteers should be aware of the grievance mechanism, its processes, and how to guide stakeholders in submitting their grievances.

Cooperation: Upon request, they should provide necessary information or clarifications related to grievances. They must cooperate fully during investigations or reviews.

Confidentiality: Respect the confidentiality of the grievance, ensuring that information doesn't leak, which could jeopardize the process or harm involved parties.

Prompt Reporting: If staff or volunteers come across issues that could lead to grievances or if stakeholders approach them with concerns, they should promptly report or guide the stakeholders in the grievance process.

By detailing the roles and responsibilities of those involved in the grievance process, TI-Korea Chapter ensures a systematic and organized approach to addressing complaints. This structure instills confidence among stakeholders and promotes accountability and consistency within the organization.

4. Grievance and Complaints Procedure

A structured grievance and complaints procedure is crucial for ensuring timely, consistent, and fair handling of concerns raised by stakeholders. Here are the detailed steps and associated policies for the grievance and complaints procedure at TI-Korea Chapter.

4.1. Submission of Grievance

Channels: Stakeholders can submit grievances through multiple channels, including an online portal, email, postal mail, hotline, or in person at designated offices of TI-Korea Chapter.

Guidelines: Clear guidelines will be provided on how to submit a grievance, ensuring that stakeholders provide all necessary information. This includes the issue, any evidence (if available), and contact information for follow-up.

4.2. Acknowledgment of Receipt

Once a grievance is received, an acknowledgment will be sent to the complainant within a specified timeframe, e.g., 48 hours (about two days).

The acknowledgment will contain

- a unique grievance ID for tracking,
- expected timelines for resolution, and
- the name/contact of the grievance officer handling the issue.

4.3. Assessment and Classification

The Grievance Officer will assess the grievance based on its nature, severity, and urgency.

Grievances, such as operational issues, ethical concerns, misconduct allegations, etc., will be classified to streamline the handling process.

4.4. Investigation Process

For grievances requiring investigation, a specialized team or individual will be assigned. This ensures that the matter is handled by those with the relevant expertise and knowledge.

The investigation will be thorough, impartial, and conducted within a set timeframe, ensuring timely resolution.

Complainants may be contacted during this phase for additional information or clarifications.

4.5. Decision and Resolution

After the investigation, a decision will be made regarding the grievance. Possible outcomes could be the resolution of the issue, escalation to higher management, dismissal of the grievance (with reasons provided), or external referral (in cases where jurisdiction lies outside TI-Korea Chapter).

The resolution approach will be based on fairness, the organization's principles, and the evidence presented.

4.6. Feedback to the Complainant

Once a decision is made, the complainant will be informed of the outcome. Feedback will be provided transparently, explaining the steps taken and the reasons for the decision.

If the complainant is unsatisfied with the resolution, they will be informed of their rights to appeal and the subsequent process.

TI-Korea Chapter ensures stakeholders know what to expect when they raise an issue by detailing each step of the grievance and complaints procedure. This fosters trust and showcases the organization's commitment to transparency and fairness.

5. Appeals Process

Even with a robust grievance and complaints procedure, there might be instances where the complainant disagrees with the decision. The appeals process offers stakeholders an avenue to request a reconsideration of the resolution provided.

5.1. Grounds for Appeal

Unsatisfactory Resolution: If the complainant believes the grievance needs to be resolved adequately or fairly.

New Evidence: If new evidence or information becomes available, post the original decision, which could impact the outcome of the grievance.

Procedural Errors: If the complainant believes there were errors or lapses in handling their grievance.

5.2. How to File an Appeal

Appeals should be filed within a specified time frame after the initial decision, for instance, within 30 days (about four and a half weeks).

The complainant should use the designated appeal form detailing the grounds for their appeal and providing any additional evidence or information.

Appeals can be submitted through similar channels as the original grievance, such as online, via email, or postal mail.

5.3. Appeal Review

Appeals will be reviewed by a separate Appeals Committee, ensuring an unbiased reevaluation. This Committee should have members who were different from the initial decision-making.

The Appeals Committee will reassess the grievance in light of the reasons presented for the appeal and any new evidence.

The Committee may consult with relevant parties, re-examine documents, or even call for a fresh investigation if deemed necessary.

5.4. Appeal Decision

The Appeals Committee will decide within a specified time frame, say, 60 days from the receipt of the appeal.

The decision can either uphold the original resolution, modify it, or reverse it based on the findings.

The decision of the Appeals Committee is typically considered final within the organizational framework.

5.5. Communication of Appeal Outcome

The complainant will be informed in writing of the outcome of their appeal, with an explanation of the decision made.

If the appeal is successful and leads to a change in the resolution, necessary actions will be initiated promptly to address the grievance as per the new decision.

Having a clear and transparent appeals process reinforces TI-Korea Chapter's commitment to justice and fairness. It ensures stakeholders have a platform to voice their concerns if they believe their grievances were not addressed adequately, strengthening trust and promoting accountability.

6. Protection and Confidentiality

Protection of those raising grievances and ensuring confidentiality throughout the process is paramount for a trustworthy grievance mechanism. It fosters an environment where stakeholders feel safe to face their concerns without fear of retaliation.

6.1. Non-Retaliation Principle

TI-Korea Chapter commits to a strict non-retaliation principle where no individual will face any adverse consequences, be it direct or indirect, for raising a grievance or participating in the grievance resolution process.

Employees or members found retaliating against complainants will face disciplinary action, up to and including termination of their roles.

6.2. Confidentiality Assurance

All grievances will be treated with the utmost confidentiality. Only those directly involved in the grievance resolution can access the specifics.

Complainants will have the option to file grievances anonymously. While providing contact can aid the investigation and feedback process, the absence of them will not discredit the grievance.

6.3. Secure Data Storage

Grievance-related data will be stored in secure databases with restricted access to ensure confidentiality.

Paper-based records, if any, will be stored in locked cabinets in a secured location.

6.4. Protection Protocols

Particular protocols will be put in place for particularly sensitive grievances, such as those involving allegations of harassment or abuse. This could include assigning specialized personnel trained in handling such cases and providing additional support to the complainant.

6.5. Support Systems

TI-Korea Chapter will support those who raise grievances, especially if they face stress or trauma because of the issues raised. This support might come in the form of counseling services, legal guidance, or other forms of assistance.

6.6. Training

Regular training will be provided to staff and members on the importance of confidentiality and the protection of complainants. This ensures awareness and sensitivity throughout the organization.

By emphasizing protection and confidentiality, TI-Korea Chapter demonstrates a clear commitment to creating a safe environment for stakeholders to voice their concerns. This approach fosters trust and encourages more people to come forward, ensuring that issues are addressed promptly and adequately.

7. Training and Awareness

Training and awareness are fundamental to effectively implementing the grievance and complaints mechanism. They ensure that all stakeholders, from the staff and volunteers to potential complainants, understand the process, its importance, and how to navigate it.

7.1. Target Audiences

Internal Training: All TI-Korea Chapter staff, volunteers, and board members should undergo training. This ensures that the entire organization is aligned in understanding and responding to grievances.

External Awareness: Key stakeholders, partners, beneficiaries, and the general public should be aware of the grievance mechanism and how to access it.

7.2. Training Modules

Process Overview: A comprehensive walkthrough of the grievance process, from submission to resolution.

Protection and Confidentiality: Emphasizing the importance of safeguarding the complainant's identity and ensuring non-retaliation.

Roles and Responsibilities: Specific training for those directly involved in handling and resolving grievances to ensure consistent and fair application of the policy.

Ethical Considerations: Addressing potential dilemmas and challenges in grievance handling, promoting a culture of integrity and transparency.

7.3. Awareness Campaigns

Information Dissemination: Use brochures, posters, and digital platforms to inform stakeholders about the grievance mechanism. It should include how to file a complaint, what to expect, and assurance of protection and confidentiality.

Interactive Sessions: Organize workshops, webinars, and community meetings to directly engage with stakeholders, answer questions, and gather feedback on the mechanism.

7.4. Training Frequency

Regular Intervals: Organize training sessions annually, ensuring that all new members are promptly oriented. Refresher courses should also be conducted periodically for existing members.

Post-Policy Updates: Whenever significant updates to the grievance mechanism exist, additional training sessions should be conducted to inform of the changes.

7.5. Feedback on Training

Evaluation: Post-training evaluations should be conducted to gauge the effectiveness of the training and identify areas for improvement.

Continuous Improvement: Modify training content and methodologies based on feedback, ensuring they remain relevant and practical.

7.6. Documentation and Resources

Training Materials: Keep a repository of training modules, slides, handouts, and other resources that can be accessed and referred to when needed.

Online Platforms: Use the TI-Korea Chapter website or intranet to host e-learning modules, videos, and FAQs related to the grievance mechanism.

By investing in training and awareness, TI-Korea Chapter ensures that the grievance mechanism is not just a policy on paper but a living system understood, accessible, and trusted by all stakeholders. This proactive approach enhances the organization's transparency and commitment to addressing concerns in a structured and just manner.

8. Monitoring, Evaluation, and Continuous Improvement

Ensuring the grievance and complaints mechanism functions effectively requires a systematic approach to monitoring and evaluation. This not only gauges the system's efficiency but also aids in continuously improving the mechanism.

8.1. Objectives of Monitoring and Evaluation

Effectiveness: To assess if the mechanism is resolving grievances promptly and satisfactorily.

Accessibility: To determine if all stakeholders know and can easily access the grievance process.

Fairness: To ensure the process is impartial and is perceived as such by the complainants.

8.2. Data Collection and Analysis

Methods: Use quantitative and qualitative methods, such as surveys, interviews, and grievance logs, to gather data.

Indicators: Track key performance indicators (KPIs) like the number of grievances received, average resolution time, stakeholder satisfaction rates, and the rate of appeals.

Trend Analysis: Analyze grievance data over time to identify recurring issues, potential systemic problems, or patterns that suggest areas of improvement.

8.3. Stakeholder Feedback

Surveys: Periodically distribute surveys to stakeholders interacting with the grievance mechanism to gauge their satisfaction and gather feedback.

Focus Groups: Organize discussions with diverse stakeholder groups to delve deeper into specific aspects of the mechanism and understand nuanced perspectives.

8.4. Periodic Reviews

Internal Audits: Conduct regular audits to evaluate adherence to the policy and assess the quality of grievance resolution.

Review Meetings: Schedule regular review meetings where the Grievance Committee and other relevant bodies analyze collected data, discuss findings, and strategize improvements.

8.5. Continuous Improvement

Action Plans: Based on findings from the monitoring and evaluation processes, create action plans addressing identified weaknesses or gaps.

Policy Updates: Periodically review and update the grievance and complaints policy to incorporate lessons learned and best practices.

Innovation: Stay informed about global best practices in grievance handling and explore innovative solutions, tools, or methods to enhance the mechanism.

8.6. Reporting and Transparency

Annual Reports: Release annual reports highlighting the performance of the grievance mechanism, addressing both successes and areas of improvement.

Stakeholder Communication: Regularly update stakeholders on improvements made to the mechanism, demonstrating the organization's commitment to transparency and accountability.

By adopting a rigorous monitoring, evaluation, and continuous improvement approach, TI-Korea Chapter ensures its grievance mechanism remains responsive to stakeholder needs, upholds organizational values, and consistently drives toward excellence.

9. Documentation and Record-Keeping

The documentation and record-keeping section ensure that grievances are processed transparently and a historical context is maintained for references in future situations. Proper documentation also supports organizational accountability and consistency.

9.1. Purpose of Documentation

Transparency: Proper documentation allows for an open and transparent process where decisions can be reviewed and justified.

Accountability: Records ensure those handling the grievance can be held accountable for their actions and decisions.

Consistency: Historical records can guide future decisions to ensure consistent treatment of similar grievances.

Learning: Past cases provide invaluable insights for training purposes and continuous improvement of the grievance mechanism.

9.2. Types of Records

Grievance Forms: These are the initial forms or communications submitted by complainants.

Investigation Notes: Detailed notes taken during the investigation, including interviews, evidence, and any correspondence.

Resolution Reports: Final reports detailing the investigation findings, any actions taken, and the resolution or outcome of the grievance.

Feedback and Follow-up: Post-resolution communications and feedback from the complainant and other stakeholders involved in the grievance.

9.3. Storage and Security

Digital Storage: Utilize secure databases or grievance management systems to store documentation electronically. Ensure regular backups to prevent data loss.

Physical Storage: Paper-based records should be securely stored in locked cabinets, accessible only to authorized personnel.

Data Protection: Adhere to applicable data protection regulations and ensure personal information is anonymized or redacted where appropriate.

9.4. Access to Records

Limited Access: Ensure that only those directly involved in grievance resolution or those with a legitimate need (e.g., for auditing purposes) can access the records.

Request Protocols: Set up a formal process for individuals or bodies seeking access to grievance records, ensuring valid reasons and proper authorization.

9.5. Retention Period

Defined Duration: Clearly define how long various records will be retained. For instance, grievance forms might be retained for five years, while investigation notes could be kept for a shorter period, like two years.

Destruction Protocols: Records should be securely destroyed after the retention period to protect sensitive information.

9.6. Continuous Improvement

Review of Documentation Processes: Periodically review and update documentation processes and tools, ensuring they remain efficient, secure, and aligned with best practices and legal requirements.

Training: Ensure all staff involved in the grievance process are well-trained in documentation and record-keeping protocols.

TI-Korea Chapter maintains a meticulous documentation and record-keeping system to ensure that its grievance mechanism operates with the highest transparency, accountability, and integrity standards. Proper records support effective grievance resolution and foster trust among stakeholders by demonstrating the organization's commitment to due process and learning.

10. External Communication and Engagement

Effective external communication and engagement are vital for ensuring that the grievance mechanism is accessible, trusted, and perceived as legitimate by all stakeholders. Engaging with stakeholders and disseminating relevant information reinforces TI-Korea Chapter's commitment to transparency and accountability.

10.1. Objectives of External Communication

Awareness: Ensure all stakeholders are well-informed about the grievance mechanism, how it operates, how to use it, and what to expect.

Trust Building: Create an environment where external stakeholders trust the grievance process and the organization's commitment to addressing concerns fairly.

Feedback Gathering: Facilitate channels for stakeholders to provide feedback on the grievance process, helping in continuous improvement.

10.2. Communication Channels

Website: Maintain a dedicated section on the TI-Korea Chapter website with detailed information about the grievance mechanism, including downloadable forms, FAQs, and contact.

Social Media: Use platforms like Twitter, Facebook, and LinkedIn to regularly share updates and success stories and promote awareness about the grievance mechanism.

Print Media: Publish brochures, posters, and flyers to distribute at events, workshops, or community meetings.

Community Outreach: Organize information sessions or workshops in local communities to directly engage with stakeholders and answer queries.

10.3. Engagement Strategies

Open Forums: Host periodic open forums where stakeholders can directly interact with representatives from TI-Korea Chapter, ask questions, share concerns, and provide feedback.

Stakeholder Partnerships: Collaborate with local NGOs, community leaders, or other relevant organizations to enhance the outreach and efficacy of the grievance mechanism.

Feedback Surveys: Distribute surveys to gather insights on the grievance mechanism's accessibility, effectiveness, and areas of improvement.

10.4. Responsiveness

Acknowledgment: Ensure that every grievance or external communication related to the mechanism receives timely acknowledgment, even if it's just to confirm receipt.

Updates: Regularly update the complainant about the progress of their grievance, ensuring they feel engaged and valued.

Feedback Loop: Post-resolution, solicit feedback from the complainant on their experience with the grievance mechanism.

10.5. Crisis Communication

Protocols: Develop protocols for handling external communication during sensitive or high-profile cases to ensure consistency and maintain trust.

Spokesperson: Designate trained individuals as spokespersons for the organization to address media inquiries or public concerns during such scenarios.

10.6. Continuous Improvement

Engagement Review: Periodically review and analyze engagement metrics, such as website visits, brochure distributions, or forum attendance, to understand the reach and impact of communication efforts.

Innovation: Stay updated with new communication tools, platforms, or methodologies that can further enhance stakeholder engagement.

TI-Korea Chapter establishes a robust bridge with stakeholders by focusing on clear, proactive, consistent external communication and engagement. This not only enhances the efficiency and effectiveness of the grievance mechanism but also builds long-term trust and goodwill in the community.

11. Conclusion and Future Outlook

As TI-Korea Chapter closes this detailed guideline on the grievance and complaints mechanism, it is essential to reflect on its overarching purpose and achievements and envision the trajectory for the future.

11.1. Reiteration of Purpose

Commitment to Integrity: Reinforce that the primary purpose of this mechanism is to uphold the integrity, transparency, and accountability principles of TI-Korea Chapter.

Stakeholder Trust: Emphasize the organization's commitment to building and maintaining trust with all stakeholders by addressing concerns and grievances fairly and on time.

11.2. Achievements to Date

Successful Resolutions: Highlight notable successes or milestones achieved through the grievance mechanism, such as a significant number of resolved cases or particularly challenging situations that were addressed effectively.

Stakeholder Engagement: Point out any remarkable instances of stakeholder involvement, feedback, or collaborations that have enriched the grievance process.

11.3. Lessons Learned

Challenges: Reflect on any hurdles or challenges faced in the grievance handling process and the lessons learned.

Improvements: Discuss any adaptations or changes made to the mechanism based on past experiences and feedback.

11.4. Future Outlook

Adaptive Mechanism: Reiterate the organization's commitment to continuously evolving the grievance mechanism to suit changing needs, stakeholder feedback, and global best practices.

Technological Enhancements: Envision any potential technological solutions or tools that might be incorporated to streamline and enhance the grievance process.

Increased Outreach: Highlight plans or aspirations to raise awareness about the grievance mechanism among a broader audience, ensuring more stakeholders can benefit.

11.5. Closing Statement

Gratitude: Express gratitude to all stakeholders, from staff members who manage grievances to the community members who trust the mechanism.

Open-door Policy: Reiterate TI-Korea Chapter's open-door policy, inviting continuous feedback, collaboration, and dialogue to make the grievance mechanism even more effective.

11.6. Contacts and Further Information

Contact: Provide specific contact for the grievance team or the relevant department in charge, including email addresses, phone numbers, and physical addresses.

Further Reading: If there are any additional resources, reports, or related guidelines, offer links or references for stakeholders who wish to delve deeper.

By concluding with a forward-looking perspective, TI-Korea Chapter instills confidence in stakeholders about its commitment to the grievance mechanism. This section serves as an endpoint and a checkpoint, signaling the organization's continuous journey toward excellence, transparency, and stakeholder engagement.

12. Annexes

The annexes serve as supplementary material, providing detailed information, templates, forms, and other resources to facilitate the effective implementation of the grievance and complaints mechanism for TI-Korea Chapter.

12.1. Glossary of Terms

A comprehensive list of terms and their definitions related to the grievance mechanism, ensuring clarity and a shared understanding among all stakeholders.

For example:

Grievance: A formal complaint or concern from an external or internal stakeholder regarding an action, decision, or lack of action by TI-Korea Chapter.

Complainant: An individual or entity that raises a grievance or complaint.

12.2. Template Forms

Provide standardized forms that stakeholders can use to submit grievances or complaints. These forms should be designed to capture all necessary details, ensuring a streamlined review process.

Grievance Submission Form: A form for stakeholders to detail their complaints, the individuals involved, any evidence, and desired outcomes.

Feedback Form: A post-resolution form for stakeholders to share their experience with the grievance process and suggest improvements.

12.3. Flowcharts and Diagrams

Visual representations of the grievance process, from submission to resolution, help stakeholders understand the steps involved.

Grievance Handling Process Flowchart: A diagram illustrating the steps from grievance submission, initial review, investigation, resolution, and feedback.

12.4. Contact Directory

A list of key individuals or departments involved in the grievance mechanism and their contact details.

Name, title, email address, and phone number of grievance handling team, senior leadership, or external mediators.

12.5. Case Studies and Precedents

Include anonymized examples of past grievances, how they were handled, the resolution, and lessons learned. This can serve as a guide for both staff and stakeholders on expected outcomes and practices.

Example: A brief on a community grievance about an outreach program, the steps to address it, and the final resolution.

12.6. External Resources and References

A list of external resources, guidelines, or standards that influenced or aligned with TI-Korea Chapter's grievance mechanism.

For instance, references to international best practices on grievance handling, academic research, or guidelines from other non-governmental organizations.

By providing these annexes, TI-Korea Chapter equips stakeholders with the tools, clarity, and resources they need to effectively engage with the grievance and complaints mechanism. It also showcases the organization's commitment to transparency and thoroughness.