



TESFA REFUGEES WITH DISABILITIES ASSOCIATION

TESFA POLICY

Addis Ababa, Ethiopia

Approved By: Board of Directors

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Effective Date: 01/08/2026

Next Review Date: 01/08/2027

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COMPLAINTS, FEEDBACK AND WHISTLEBLOWING POLICY

TESFA POLICY

Introduction

TESFA Refugees with Disabilities Association (TESFA) is committed to transparency, accountability, participation, and continuous improvement in all its activities.

TESFA recognizes that members, beneficiaries, staff, volunteers, partners, and the public have the right to express concerns, submit complaints, provide suggestions, and report misconduct without fear of retaliation.

This Policy establishes a fair, confidential, accessible, and timely mechanism for receiving, investigating, and resolving complaints and feedback.

Purpose

The purpose of this Policy is to:

- Promote accountability and transparency.
- Improve the quality of TESFA's services and programs.
- Provide safe and accessible channels for complaints and feedback.
- Detect and address misconduct, fraud, abuse, and corruption.
- Encourage learning and organizational improvement.
- Protect individuals who report concerns in good faith.

Policy Statement

TESFA is committed to ensuring that every complaint and piece of feedback is handled:

- Fairly
- Respectfully
- Confidentially
- Impartially
- Promptly
- Without retaliation

TESFA encourages constructive feedback and will take all complaints seriously.

Objectives

This Policy aims to:

- Provide multiple accessible channels for complaints and feedback.
- Ensure complaints are resolved in a timely manner.
- Strengthen trust between TESFA and its stakeholders.
- Improve organizational performance through learning.
- Protect whistleblowers from retaliation.
- Promote ethical conduct.

Scope

This policy applies to:

- Members
- Beneficiaries
- Refugees with disabilities
- Refugees
- Board Members
- CEO
- Employees
- Volunteers
- Consultants
- Interns
- Contractors
- Donors
- Suppliers

- Temporary workers
- Partners
- Community members
- Members of the public interacting with TESFA

Guiding Principles

TESFA shall ensure:

- Accessibility
- Confidentiality
- Fairness
- Transparency
- Timeliness
- Respect
- Independence
- Impartiality
- Accountability
- Non-retaliation
- Disability inclusion



Definitions

Complaint

An expression of dissatisfaction regarding TESFA's services, actions, decisions, staff, volunteers, or representatives.

Feedback

Comments, suggestions, compliments, or ideas intended to improve TESFA's work.

Whistleblower

A person who reports suspected misconduct, fraud, corruption, abuse, safeguarding concerns, or other wrongdoing in good faith.

Misconduct

Conduct that violates TESFA's Bylaws, policies, Code of Conduct, or applicable laws.

Types of Complaints and Feedback

The Policy covers, but is not limited to:

Service Complaints

- Delays in service delivery.

- Poor quality of services.
- Inaccessibility of services.
- Unfair treatment.

Staff and Volunteer Conduct

- Rude or unprofessional behaviour.
- Discrimination
- Harassment
- Abuse of authority.
- Breach of confidentiality.

Financial and Administrative Misconduct

- Fraud.
- Corruption.
- Theft.
- Misuse of TESFA resources.
- Conflict of interest.
- Bribery.

Safeguarding Concerns

- Sexual exploitation, abuse, or harassment.
- Child protection concerns.
- Abuse of vulnerable adults.

Membership Issues

- Membership disputes.
- Registration concerns.
- Election-related complaints.
- Governance concerns.

Feedback and Suggestions

- Ideas for improving programs.
- Suggestions for new activities.
- Compliments and recognition of good service.

Complaint Submission Channels

Complaints and feedback may be submitted through:

Board of Directors



- In person
- Telephone
- Email
- Official website
- Online complaint form
- Suggestion box
- WhatsApp
- Telegram
- Postal mail
- Through a trusted representative or support person

Anonymous complaints may be accepted if sufficient information is provided to allow assessment.

Accessibility for Persons with Disabilities

TESFA shall ensure that complaints and feedback mechanisms are accessible to all, including persons with disabilities.

Reasonable accommodations may include:

- Physical accessibility to offices.
- Plain language communication.
- Assistance in completing forms.
- Large-print documents where needed.
- Electronic submission options.
- Support persons or interpreters where appropriate.

No one shall be denied the opportunity to submit a complaint because of a disability.

Complaint Handling Procedures

Step 1: Register Receive the complaint respectfully, regardless of the channel used.

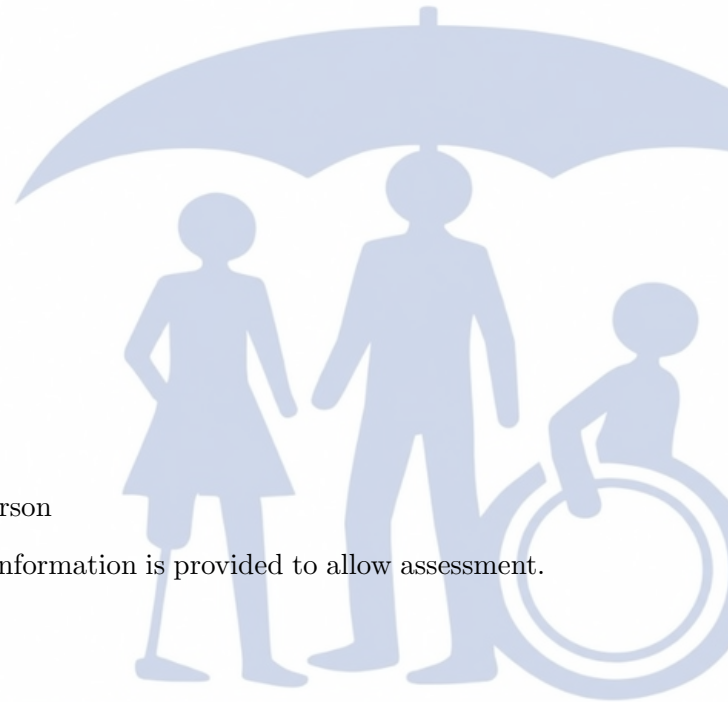
Step 2: Register Record the complaint in the official Complaint Register.

Step 3: Acknowledge Acknowledge receipt, where possible, within 3 working days.

Step 4: Assess Determine:

- Nature of the complaint.
- Urgency.
- Whether immediate action is required.
- Whether referral to another policy (e.g., PSEAH) is necessary.

Step 5: Investigate



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Assign an appropriate person or committee to investigate the matter.

Step 6: Decide

Determine findings and appropriate corrective actions.

Step 7: Respond

Inform the complainant of the outcome, where appropriate and permitted.

Step 8: Close

Document the outcome, lessons learned, and close the case.

Routine complaints should normally be resolved within 30 working days, where feasible. More complex cases may require additional time.

Investigation Procedures

Investigations shall be:

- Independent
- Fair
- Objective
- Confidential
- Evidence-based

Investigators shall avoid conflicts of interest and provide individuals an opportunity to present relevant information.

Protection of Whistleblowers

TESFA prohibits retaliation against anyone who, in good faith:

- Reports misconduct.
- Provides evidence.
- Cooperates in an investigation.
- Raises concerns about organizational practices.

Retaliation may result in disciplinary action.

Confidentiality

All complaints shall be treated confidentially.

Information shall only be shared with persons who need it to perform their responsibilities.

Personal information shall be protected in accordance with applicable laws and TESFA's policies.

Roles and Responsibilities

Board of Directors



- Approve and periodically review the Policy.
- Oversee implementation.
- Receive reports on significant complaints and systemic issues.

CEO

- Ensure implementation of the Policy.
- Assign investigations.
- Ensure timely responses.
- Report trends to the Board.

Staff and Volunteers

- Cooperate with complaint handling processes.
- Report misconduct.
- Respect confidentiality.

Complainants

- Provide information honestly and in good faith.
- Cooperate when additional information is requested.

Resolution and Corrective Actions

Corrective actions may include:

- Apology.
- Service improvement.
- Staff coaching or training.
- Policy revision.
- Disciplinary measures.
- Financial recovery where appropriate.
- Referral to law enforcement or relevant authorities where required.

Appeals Process

If a complainant believes the complaint was not handled fairly, they may request a review by submitting an appeal in writing within 15 working days of receiving the decision.

The appeal should be reviewed by a person or committee not involved in the original decision, where possible.

The outcome of the appeal shall be communicated in writing and shall be final within TESFA's internal processes.



Record Keeping and Data Protection

TESFA shall maintain:

- Complaint Register
- Investigation records
- Corrective action records
- Lessons learned
- Annual complaint statistics

Records shall be stored securely with access limited to authorized personnel.

Monitoring and Reporting

The CEO shall submit periodic reports to the Board summarizing:

- Number of complaints received.
- Categories of complaints.
- Average resolution time.
- Trends and recurring issues.
- Corrective actions taken.
- Recommendations for organizational improvement.

Reports should use aggregated information and protect the identities of complainants.

Official Contact Information

Organization	TESFA Refugees with Disabilities Association
Office Address	Addis Ababa, Ethiopia
Phone	+251 703 047 511 / +251 974 731 170
Board of Directors Email	boardofdirectors@tesfa.com.et
Official Website	www.tesfa.com.et

Policy Review

This Policy shall be reviewed every three years, or sooner if required due to changes in legislation, organizational needs, or donor requirements.

Acknowledgement and Declaration

I hereby acknowledge that I have received, read, understood, and agree to comply with this Policy. I understand my responsibilities under this Policy and commit to uphold its principles, values, and requirements while carrying out my duties on behalf of TESFA Refugees with Disabilities Association.



I further understand that failure to comply with this Policy may result in appropriate disciplinary action in accordance with the Association's Bylaws and other applicable policies.

Full Name: _____

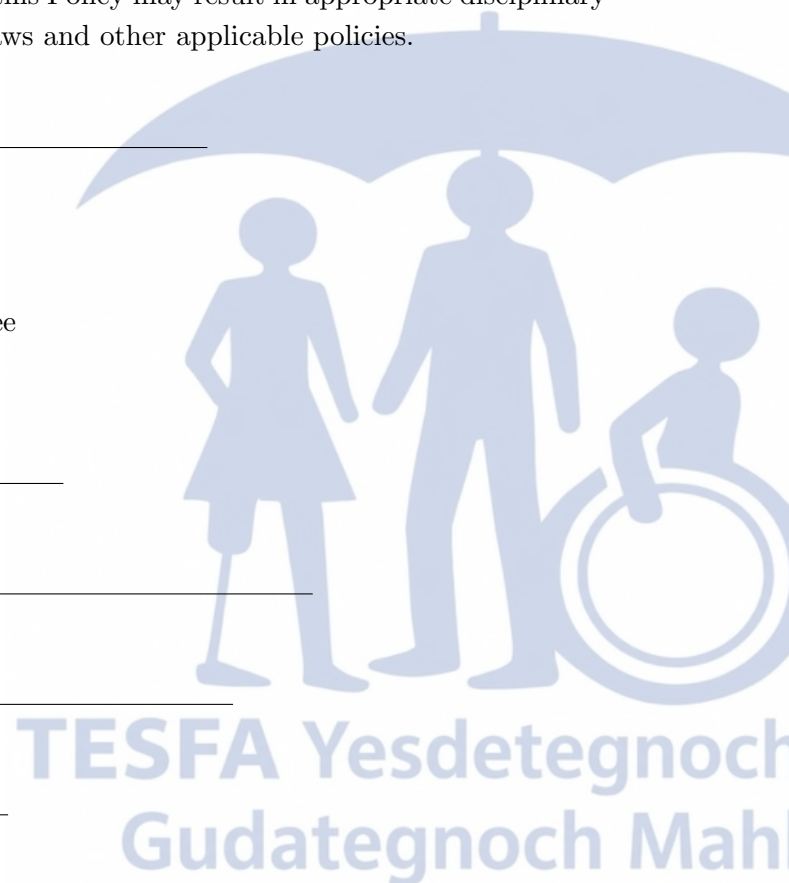
Position / Role:

- ☐ Board Member ☐ CEO ☐ Employee
☐ Volunteer ☐ Consultant ☐ Intern
☐ Contractor ☐ Other: _____

Department/Committee: _____

Signature: _____

Date: _____



This Declaration shall be signed by every Board Member, CEO, Employee, Volunteer, Consultant, Intern, Contractor, and any other person officially representing TESFA Refugees with Disabilities Association before assuming their duties.