

CONCERNS AND COMPLAINTS



If you observe that DRC does not live up to DRC's standards and commitments, we hope that you will let us know. You can do so by raising a concern informally with our staff or by using our official complaints mechanisms.

WHO CAN COMPLAIN?

- People participating in DRC's actions
- Other people directly affected by DRC's actions and policies
- Humanitarian partners, contractors and authorities
- DRC staff

If you have informal comments and concerns about our work, please speak to our staff directly.

Only if your concern is not resolved, submit an official complaint.

The mechanism for submission of official complaints is different for sensitive and operational complaints.

SENSITIVE COMPLAINTS

apply to serious breaches of DRC's Code of Conduct, which, if verified, could lead to sanctions against our staff or partners. Examples include bribery, sexual exploitation and abuse, fraud, corruption, theft, etc.

Send an e-mail to xkx-coc@drc.ngo

OR

Use our office feedback boxes:

Head Office Pristina:	Office South Mitrovicë/a:
Mark Isaku Street, 60	Shemsi Ahmeti
	Boulevard, 99

OR

Speak to DRC staff directly

If you believe that our local operations cannot, or should not, handle your report, you can submit it directly to the international Head Office in Copenhagen

Send an e-mail to c.o.conduct@drc.ngo

OPERATIONAL COMPLAINTS

regard operational issues, such as the administration of DRC's selection criteria and the quality and quantity of the assistance provided by DRC.

Speak to DRC staff directly

OR

Use our office feedback boxes:

Head Office Pristina:	Office South Mitrovicë/a:
Mark Isaku Street, 60	Shemsi Ahmeti
	Boulevard, 99

OR

Send an e-mail to xkx-complaints@drc.ngo

IMPARTIALITY AND CONFIDENTIALITY POLICY

Submitted reports are confidential.

DRC will ensure that complaints are handled professionally and fairly with respect for the integrity of the involved persons.

DRC does not tolerate any attempt by DRC staff to intimidate or retaliate against a complainant.