

COMPLAINT MANAGEMENT AT EAP CSF

For any non-governmental organisation, a mechanism that ensures a balanced division of powers, accountability and compliance with internal norms, procedures, and values is of paramount importance.

Effective complaint management is fundamental to the provision of a qualitative service delivered by the organisation to its members, governance bodies and external stakeholders. Complaints can be a source for **organisational improvement** and **identification of systemic issues**.



Enabling a complaint mechanism
Accessible/ valued/ supported mechanism to submit complaints



Responding to complaints
Promptly addressing any complaints in an **objective/ fair/ unbiased and confidential manner**.



Sanctions and restrictions
When necessary, sanctions can be implemented to impose measures that aim at changing the behaviour of an organisation/ group/ individual.

1) ENABLING A COMPLAINT MECHANISM

The Compliance Committee (CC) is an independent regulatory body of the Eastern Partnership Civil Society Forum (EaP CSF) which ensures that relations, actions, and decisions within the EaP CSF comply with the Forum's regulations.

WHO can submit complaints to the Compliance Committee?



- EaP CSF Members/ delegates/ groups of members or delegates;
- Non-members (regarding membership/ delegate applications);
- National Facilitators/ National Platforms (NP) governing bodies and NP Secretariats;
- EaP CSF SC members;
- EaP CSF Secretariat;



WHEN to submit a complaint to the Compliance Committee?

In case of experiencing or noticing cases of non-compliance with the provisions of:

- EaP CSF Code of Ethical Conduct;
- EaP CSF Statute;
- EaP CSF regranting regulations;
- Decisions of the EaP CSF General Assembly/ SC/ WGs/ Secretariat;



HOW to send a complaint to the Compliance Committee?

Contact the Compliance Committee by email in **English or Russian: complaints@eap-csf.eu**. The message should include the following basic information:

- Name and contact details of the complaine;e;
- Statement describing the non-compliance and reference to the EaP CSF regulations;
- Name of the person/ organization against which the complaint is made;



2) RESPONDING TO COMPLAINTS



HOW does the Compliance Committee treat the received complaints?

The chairperson:

- Notifies the complainant about the admissibility of his/ her complaint;
- Notifies the complainee about the complaint;
- Requests the complainee to submit a written response/ explanation within 2 weeks;
- Appoints, on a rotational basis, a CC member to prepare a draft compliance report;
- Convenes an online examination session;
- Chairs the examination session where all the CC members assess the complaint;



HOW does the Compliance Committee take decisions?

The decisions of the Committee are adopted with a **2/3 quorum** (4 members) by a simple majority of those participating in the examination procedure.

The complainant and the complainee are notified about the decision of the CC within **48h** after its adoption.

3) SANCTIONS AND RESTRICTIONS



WHAT sanctions can be applied by the Compliance Committee?

- written warning;
- temporary or indefinite suspension of membership for a person and/or an organization;
- temporary or indefinite suspension of the right to apply to the EaP CSF re-granting scheme;
- prohibition to benefit from any opportunities provided by the EaP CSF;
- temporary or indefinite ban to be elected in positions of statutory responsibility;
- loss of any position of responsibility within the Forum;
- reimbursement of misappropriated funds;
- suspension from the EaP CSF Database of Experts and a ban on participation in EaP Platforms and panels on behalf of EaP CSF;

Appeal procedure: possible – within 20 working days following the decision of the Compliance Committee.



If you have any questions/ doubts regarding a situation that may lead to a complaint:

- contact the Code of Ethical Conduct Advisor or the Ethical Council at your National Platform;

- contact the EaP CSF Compliance Committee complaints@eap-csf.eu