

# Policy on Complaint Feedback Response Mechanism (CFRM)

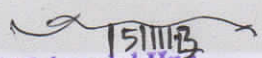


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**Bangladesh Shrimp and Fish Foundation (BSFF)**

Flat# A3, House# 14, Road# 13/C, Block-E  
Banani, Dhaka-1213, Bangladesh

  
**Syed Mahmudul Haq**  
Chairperson  
Bangladesh Shrimp and Fish Foundation

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## 1. Background and Introduction

Bangladesh Shrimp and Fish Foundation (BSFF) is a non-profit research, advocacy and Business Support Organization (<http://shrimpfoundation.org/>). It was initially registered in 2003 under Trust Act 1882 and subsequently in 2008 under Directorate of Social Welfare Services in Dhaka (Registration No. DHA08488, Dated: 24 December, 2008). The organization was subsequently registered with Registrar of Joint Stock Companies and Firms (RJSC) in 24th July 2023 (Registration No. S-14040/2023). The initial central objective of the Foundation has been to provide fisheries and aquaculture industries with critically needed supports for growth, sustainability and market access. It has also one of the BSFF's major objectives to realize the full potential of the fisheries sector, which in turn can contribute to the national policy efforts to reduce poverty, improve food and nutrition security, improve the lives and livelihoods of the vulnerable sections, women empowerment, gender equality and youth inclusion, especially the ones in the coastal areas where salinity intrusion and associated impacts are being increasingly manifested. The general thrust of the activities of the organization has been making important contribution to small-fishermen in particular in terms of improving their livelihoods, income enhancing skills and their overall nutrition status. BSFF has rich experience of working with the Government and Development Partners like World Bank, USAID, USDA, UKAID, UNFAO, British Council, WorldFish, Winrock International, Swisscontact, Solidaridad Network Asia, University of Maryland and UN University at Iceland. It has Memorandum of Understandings with relevant public and private sector institutions at the national, regional, and international levels. It has a rich track record of implementing collaboratively developed by private sector stakeholders, the Government of Bangladesh especially the Department of Fisheries and international and national development partners. It has experience of working both at the national and local levels.

The Bangladesh Shrimp and Fish Foundation (BSFF) is committed to providing a robust Complaint Feedback Response Mechanism (CFRM) to enhance transparency, accountability, and trust within the organization and among its stakeholders. This policy is designed to address grievances, suggestions, and feedback effectively, ensuring continuous improvement in our services and operations.

## 2. Objectives

1. To provide a structured process for stakeholders to submit complaints and feedback.
2. To ensure that complaints and feedback are addressed promptly and fairly.
3. To improve the quality of our services by incorporating valuable stakeholder input.
4. To uphold the principles of transparency, accountability, and inclusiveness in all our operations.

### 3. Scope

This policy applies to all BSFF stakeholders, including beneficiaries, staff, volunteers, partners, and the general public. It covers all types of complaints and feedback related to BSFF's programs, projects, and operations.

### 4. Definitions

- **Complaint:** A grievance raised by an individual or group who believes that BSFF has failed to meet a stated commitment. This may relate to program/project plans, beneficiary selection, activity schedules, technical performance, organizational values, legal requirements, or other areas.
- **Feedback:** A positive or negative statement of opinion about BSFF's programs and the behavior of staff and representatives, shared for information or action but not necessarily intended as a formal complaint.
- **Sensitive Complaint:** Issues related to violations of safeguarding policies, sexual exploitation, abuse, corruption, or any form of serious misconduct.
- **Non-sensitive Complaint:** Issues related to program implementation, such as discrepancies in assistance, quality of service, or staff behavior that can be resolved informally.

### 5. Principles

- **Accessibility:** Ensure easy access to the CFM for all stakeholders.
- **Confidentiality:** Protect the identity and privacy of complainants and feedback providers.
- **Impartiality:** Handle all complaints and feedback fairly and without bias.
- **Responsiveness:** Address and resolve complaints and feedback in a timely manner.
- **Transparency:** Keep stakeholders informed about the status and outcome of their complaints and feedback.
- **Accountability:** Ensure accountability at all levels of the organization for handling complaints and feedback.

### 6. Complaint and Feedback Channels

- **Phone Number:** A dedicated hotline for receiving complaints and feedback.
- **Email Address:** An official email address for submitting complaints and feedback.
- **Suggestion Boxes:** Located at all BSFF offices and project sites.
- **Verbal Complaints:** Received directly by staff or volunteers and documented appropriately.
- **Written Complaints:** Submitted through letters or complaint forms available at all BSFF locations.



## 7. Roles and Responsibilities

- **Accountability Officer:** Responsible for receiving, logging, and tracking complaints and feedback, and ensuring they are addressed appropriately.
- **Safeguarding Officer:** Handles sensitive complaints, particularly those related to safeguarding policies and serious misconduct.
- **Project Coordinators:** Address non-sensitive complaints related to program implementation and service delivery.
- **Complaint Handling Committees:** Comprised of relevant staff to review and resolve complaints based on their nature and seriousness.

## 8. Procedure for Handling Complaints and Feedback

### 8.1. Submission

Complaints and feedback can be submitted through any of the designated channels. Complainants are encouraged to provide as much detail as possible, including the nature of the complaint, date, location, and any relevant supporting information.

### 8.2. Complain Recording Form Template

Complain Recording Form Template					
Date	Day:	Month:	Year:		
Name of complainant/Feedback Provider					
Sex:	Male	Female			
Age					
Location/ Address					
Category	Physical or Sexual Violence	Financial exploitation	Violation of Staff code of conduct	Discrepancies in assistance received	Other
Complained through	Phone Number	Email	Verbal	Suggestion Box	

I have explained the procedure of complaints handling and appeal procedures to the complainant and thanked them for sharing their concerns with us.

Name of recorder: .....

Signature: .....

### 8.3. Acknowledgment

An acknowledgment of receipt will be sent to the complainant within 48 hours of submission. The complainant will be informed of the expected timeline for resolution.

### 8.4. Assessment

The Accountability Officer will assess the complaint to determine its nature (sensitive or non-sensitive). Sensitive complaints will be forwarded to the Safeguarding Officer and the appropriate committee. Non-sensitive complaints will be handled by the relevant Project Coordinator or staff member.

### 8.5. Investigation

A thorough investigation will be conducted, involving relevant staff and stakeholders as necessary. Confidentiality will be maintained throughout the investigation process.

### 8.6. Types of Complaints & Examples

Types of Complaint	Example	Level of Seriousness	Reported To
<b>Physical or Sexual violation</b>	I have been physically harmed/ harassed by the staff or volunteers	Very Serious	Safeguarding Committee, child Protection committee or PSEA Committee depending on the type of complain/ complainant and respective policy guidelines
	I have been sexually harassed by the staff or volunteers	Very Serious	
	I have been psychologically harassed pressurized by the staff or volunteers	Very Serious	
	I have been asked to provide sexual favors in exchange of assistance	Very Serious	
	I have been asked to perform any type of unauthorized labor/ illegal services by the staff or volunteers in exchange of assistance	Very Serious	
<b>Financial</b>	I have been asked to provide any kind of bribe/ money in exchange of assistance	Very Serious	Finance Committee
	My received money/ other Committee items were taken back after the distribution	Very Serious	Finance Committee



Types of Complaint	Example	Level of Seriousness	Reported To
Staff Behaviour	Staff or volunteers misbehaved with me	Serious	Safeguarding Committee / Child Protection Committee depending on the complainant and the type of complain
	Staff or volunteer harassed me in any way	Serious	
	I was treated differently because of my gender, religion, age etc.	serious	
Quality and quantity of the Assistance Received	The assistance I received was less than from what was informed	Moderately Serious	Project Coordinator/
	The items were damaged/ fewer in number than what was informed	Moderately Serious	
Others	Why did I not get assistance despite being poor/ affected	Less Serious	
	Why was my name on the initial list but not on the final list	Less Serious	

### 8.7. Resolution

A resolution will be proposed based on the findings of the investigation. The complainant will be informed of the resolution and any actions taken.

### 8.8. Follow-up

The Accountability Officer will conduct follow-up interviews to ensure the complainant is satisfied with the resolution. Any additional actions required will be documented and implemented.

### 8.9. Documentation

All complaints and feedback, along with the actions taken, will be documented and logged for future reference. Learnings from complaints and feedback will be incorporated into future program planning and implementation.

### 8.10. Reporting and Monitoring

Regular reports on complaints and feedback will be compiled by the Accountability Officer and reviewed by the senior management team. Trends and patterns will be analyzed to identify areas for improvement. The effectiveness of the CFRM will be reviewed annually, and necessary adjustments will be made to enhance its efficiency.

## **9. Training and Awareness**

All BSFF staff and volunteers will receive training on the CFRM during onboarding and periodically thereafter. Awareness campaigns will be conducted to ensure all stakeholders are informed about the CFRM and how to access it.

## **10. Review and Update**

This policy will be reviewed and updated annually to ensure it remains relevant and effective in addressing stakeholder concerns.

## **11. Contact Information**

Bangladesh Shrimp and Fish Foundation  
Road #13/C, House # 14, Level A3, Block-E, Banani, Dhaka-12013  
Phone: +88-02222293406, Fax: +88-02-9891056  
Mail: [info@shrimpfoundation.org](mailto:info@shrimpfoundation.org)  
Web: [www.shrimpfoundation.org](http://www.shrimpfoundation.org)

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This policy is designed to ensure that all stakeholders of BSFF have a clear, accessible, and effective mechanism for providing feedback and lodging complaints. Through this mechanism, BSFF aims to continuously improve its operations and enhance the trust and satisfaction of all its stakeholders.