

Complaints Policy



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Dr. K. Zaman BNSB Eye Hospital

Complaints Policy

Dr. K. Zaman BNSB Eye Hospital is committed to upholding the principles of transparency and accountability as being at the core of good governance. Ensuring that stakeholders can hold the organisation to account through an effective complaints process is essential to improve the quality of our work. We listen to all complaints and treat them as opportunities to improve. This document sets out the procedures that Dr. K. Zaman BNSB Eye Hospital follows to manage complaints.

When does the policy apply?

The complaints policy is intended for use by supporters, partners, beneficiaries, and the public (individuals, companies, or other entities). It should not be used to raise employee complaints. Internal employment policies are in place to handle employment issues, including, but not limited to, the grievance policy, harassment policy and whistleblowing policy.

The complaints policy does not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the country in which Dr. K. Zaman BNSB Eye Hospital operates. Such issues will be dealt with under the relevant regulatory regime.

Definition of a complaint

Dr. K. Zaman BNSB Eye Hospital defines a complaint as an expression of dissatisfaction made to the organisation related to its activity or lack of activity, or the complaint-handling process itself, where a response or resolution is expected.

The following are examples of complaints (this list is not exhaustive):

- Concern about the quality of programme and service delivery or outcome
- Concern from a supporter about a particular fundraising approach
- Concern about a lack of action regarding a request made to Dr. K. Zaman BNSB Eye Hospital
- Concern about the behavior of Dr. K. Zaman BNSB Eye Hospital' staff.

Principles of complaint handling

In producing this policy, Dr. K. Zaman BNSB Eye Hospital ensures that its procedures for complaints handling follow the principles expressed in the UN's 'Protect, Respect and Remedy' framework, available online at

www.ohchr.org/Documents/Publications/GuidingPrinciplesBusinessHR_EN.pdf

In handling complaints, Dr. K. Zaman BNSB Eye Hospital will uphold the following principles:

- a) **Respect for person's right to complain:** Dr. K. Zaman BNSB Eye Hospital will take all complaints seriously and will treat all complainants with courtesy and respect.
 - b) **Timely:** Complaints will be fully investigated and responded to in a timely manner. Dr. K. Zaman BNSB Eye Hospital will keep complainants informed of the progress of their complaint.
 - c) **Open and transparent:** Dr. K. Zaman BNSB Eye Hospital will ensure that making a complaint is as easy and transparent as possible.
 - d) **Fair:** Each complaint will be addressed in an equitable, objective, and unbiased manner through the complaints-handling process.
 - e) **Privacy:** Dr. K. Zaman BNSB Eye Hospital will limit the circulation of the specific details of the complaint to those who need to know.
 - f) **Responsive:** We will work hard to correct problems and address concerns in a way that pleases the complainant.
 - g) **Feedback:** Complainants have the right to provide feedback on Dr. K. Zaman BNSB Eye Hospital's response and will be informed of the processes for doing this.
 - h) **Confidentiality:** Some complaints need to be kept confidential to safeguard those making or involved in the complaint. However, in some instances we might judge that the complainant will be better served if others are involved in the resolution of a complaint. Third parties will only be included in the resolution of confidential complaints if the law requires it, or on a case-by-case basis and with the agreement of the complainant.
 - i) **Accessibility:** We will make communication as easy as possible. We will assist all parties to ensure equality of representation.
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Procedures for complaint handling

How to make a complaint

You can make a complaint in whichever way is most convenient to you. Our team is always ready and willing to listen. Verbal complaints can be made by phone. Written complaints can be submitted by post or email. Dr. K. Zaman BNSB Eye Hospital will treat a complaint as confidential whilst listening to you, keeping you informed about the progress of the complaint and providing you with a prompt response.

Who should a complaint be addressed to?

Complaints relating to Dr. K. Zaman BNSB Eye Hospital' programme or services work in a particular should be directed to Hony General Secretary, by emailing bnsbmym@gmail.com and listing the complaint originated in the subject title.

All other complaints should be addressed to 'Dr. K. Zaman BNSB Eye Hospital Complaints' at the office contact details:

Hony. General Secretary
Dr. K. Zaman BNSB EyeHospital 193 Shehora Dhopakhola Road
Mymensingh-2200, Bangladesh
Email: bnsbmym@gmail.com

What information should a complaint include?

Full details should be provided of the issue being complained about, along with any relevant documentation or correspondence that is required to understand the complaint being made.

Any complaint should be made as soon as feasibly possible following the events causing the issue of concern. Where possible the complainant should try to remember the details surrounding the issue, including names of people where necessary and a timeline of events to help with the investigation.

The complainant should be aware that it might not always be possible to investigate a complaint in full, if we have been informed a long time after the issue and/or have not been given enough details to make a full and fair report. This will be reviewed on a case by case basis, taking circumstances and any relevant factors into account.

What happens after a complaint is reported?

Complaints will be passed to the chief consultant or coordinator with responsibility for the area being complained about. They will investigate the circumstances surrounding the issue and provide a response, including any escalation if applicable. chief consultant or coordinator should produce an implementation plan for any improvements identified.

Dr. K. Zaman BNSB Eye Hospital will acknowledge all complaints within 14 working days of receipt and will inform the complainant of the outcome of its investigation within 30 working days of receiving the complaint. In the event that an investigation cannot be completed within this timeframe, the complainant will be informed, in writing, about when they can expect a full response.

What should I do if I am unhappy with response?

In the event of a complainant being dissatisfied with the response from Dr. K. Zaman BNSB Eye Hospital, they may write to the President of Dr. K. Zaman BNSB Eye Hospital who will consider what action should be taken and inform the complainant about what further action may or may not be taken. All complainants have the right of appeal to the President of Trustees, who can be contacted at the Head Office address.

When will Dr. K. Zaman BNSB Eye Hospital not respond to a complaint?

Everyone who makes a complaint to Dr. K. Zaman BNSB Eye Hospital will be treated with courtesy and respect. In return, Dr. K. Zaman BNSB Eye Hospital expects people who make a complaint to make their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, Dr. K. Zaman BNSB Eye Hospital reserves the right to withdraw or modify its complaints process. A decision about what constitutes a persistent, habitual, or vexatious complaint will be take by the Coordinator responsible for the area complained about.

Complaints via social media

We use internal guidelines to decide how to deal with negative comments and complaints made on Dr. K. Zaman BNSB Eye Hospital' social media channels. The guidance outlines how we speak on social media, what we do and do not react to, and what to do when an issue requires escalation to senior management. It must be followed by any member of staff responsible for managing a Dr. K. Zaman BNSB Eye Hospital social media channel.

We share all complaints and responses with management, who decide whether they should be logged within their systems.

Review of the policy and findings

Dr. K. Zaman BNSB Eye Hospital will review the policy on an annual basis to ensure it remains fit for purpose and will review its log of complaints on a quarterly basis to identify any common issues requiring action.