

The Complaint mechanism management in the SRF

Reports of grievances, complaints, concern and potential conflicts of interest related to the functioning of the SRF and its integrity

RELEVANT MECHANISM

The SRF Grievance Committee

RESPONSABILITIES

- Record the complaint in a secured database.
- Analyse the situation through an investigation, if relevant.
- Notify the organization subject to complaint.
- Decide on actions to be taken.
- Submit its findings to the SRF board.

ROLE OF THE FMU

None. The FMU is not involved in the Grievance committee for conflict-of-interest reasons. The Grievance committee is currently composed of members of FCDO and DRC Safeguarding & COC Coordinator.

CONFIDENTIALITY

Secured database only accessible by the Grievance team.

CONTACT

grievance@sahelregionalfund.org

Cases of Aid diversion, fraud, conflict of interest, SEAH within the implemented projects

RELEVANT MECHANISM

The Partners relevant Ethics/Audit department

RESPONSABILITIES

- Notify FMU without delay of any situation constituting or likely to lead to sensitives cases.
- Organise the investigation when relevant and report the main progress & conclusion to the FMU.
- Communicate its mitigation strategy with the FMU.

ROLE OF THE FMU

- Register the cases notified by the partners.
- Collect information on the management of the cases until its closure.
- If the allegations constitute a potential high risk for the SRF or DRC and in accordance with the SRF board / DRC Safeguarding expert, launch an internal or external investigation.

CONFIDENTIALITY

Cases registered on a secured and restricted platform. Limited person in FMU have access, only one in DRC.

CONTACT

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