

COMPLAINTS POLICY

1. INTRODUCTION

To ensure continuous improvement of Global Alliance for the Advancement of Refugees and Migrants work, it's essential to have a channel open to the public or anyone with a relation to the organisation. Global Alliance for the Advancement of Refugees and Migrants is interested in learning about stakeholder's opinions about the organisation whether it is a complaint or a compliment.

2. DEFINITION

There may be occasions when Global Alliance for the Advancement of Refugees and Migrants does not meet the expectations of a stakeholder. Should this occur, anyone impacted should have the opportunity to complain or give feedback. The benefit for Global Alliance for the Advancement of Refugees and Migrants in receiving complaints/feedback is to improve the quality of the organisation's work. For suspected illegal activities within the organisation, the valid document is the Whistle-blower Policy.

3. RESPONSE MECHANISM

The Communications Department is responsible for the internal execution of Global Alliance for the Advancement of Refugees and Migrants' Complaints Mechanism. Global Alliance for the Advancement of Refugees and Migrants responds to all questions and complaints in a respectful, friendly and accommodating manner. Questions and complaints via telephone or direct contact will be answered, to the best of Global Alliance for the Advancement of Refugees and Migrants' ability, with immediate effect. Questions and complaints that are received in writing, for example by letter or e-mail, are answered as soon as possible. Global Alliance for the Advancement of Refugees and Migrants' goal is to respond to each recipient within a 48-hour time frame. Contact details to Global Alliance for the Advancement of Refugees and Migrants are stated on the organisation's website.