Complaints and Response Mechanism
Community Based Migration Programme
The Turkish Red Crescent Society

The Turkish Red Crescent Society (TRCS), founded in 1868, is one of the largest humanitarian organization in Turkey. It is guided by 7 Fundamental Principles:

Humanity  Impartiality  Neutrality  Independence
Voluntary Service  Unity  Universality

With a countrywide network of 258 Branches*, TRCS provides humanitarian support to vulnerable people in Turkey and overseas, contributing to the development of social welfare and providing various services including shelter, nutrition and health, psychosocial support, blood donation, disaster response, international relief, social services, livelihoods and protection for displaced and local people.

* As of January 2020
TRCS Community Based Migration Programme

TRCS Community Based Migration Programme has been operating with the support of the International Federation of Red Cross and Red Crescent Societies (IFRC) assisting and working with refugees and local communities. As part of this, since 2015 TRCS has established 16 Community Centres (CCs) in 15 cities across Turkey, of which 15 Community Centres are funded by European Union (EU), providing:

- Information on registration and services
- Protection activities
- Psychosocial support
- Social and cultural activities
- Language courses
- Health and hygiene activities
- Vocational training and livelihood activities
- Restoring family links
- Youth and children activity
Complaints and Response Mechanism

The TRCS complaints and response mechanism provides people in the communities where we work with a clear, simple and transparent way to safely and confidentially share feedback or complaints about the TRCS Community Centre services.
Why a Complaints and Response Mechanism?

You have the right to voice your opinion about the services provided by TRCS. It is our duty to listen, respond and act on your feedback and complaints.

We want to hear from you. Listening to your feedback means we can:

- improve our services by detecting issues early on, adjust our work based on what you tell us and make it relevant to your needs
- ensure the communities we work with are empowered and have a voice.

All feedback and complaints received are confidential and no harm will come to you for reporting any issues, whether you access TRCS services or not.
Who can share feedback or a complaint?

Any individual (whether a refugee or from the local community):

- directly involved in the activities carried out at the Community Centre
- indirectly affected by the activities of the Community Centre
- Children either self or accompanied by a parent or guardian can register their feedback. Children are also able to give feedback during youth club meetings.
What is the scope of the Complaints and Response Mechanism?

We can receive and respond to issues which are directly or indirectly associated with the Community Centre services.

The scope of the mechanism includes:

- **Feedback** – suggestions, information or compliments
  
  **For example** – ‘It would be good if you could display a list of the services you provide’

- **Complaints** (general and sensitive) – dissatisfaction with service or someone’s behaviour
  
  **For example** – ‘We are not happy with the language course because the classroom is small and there are not enough chairs’ or ‘The trainer was very rude when speaking to us’

- **Question** – questions related to Community Centre services
  
  **For example** – ‘Do you provide any services for pregnant mothers at the Community Centre?’

- **Rumours** – any unverified information transmitted from one person to another
  
  **For example** – ‘I heard that the Kizilay card will give all families 750TL for Ramadan, is it true?’
### What is the difference between a “general” and a “sensitive” complaint?

<table>
<thead>
<tr>
<th>General complaints are about:</th>
<th>the quality of TRCS Community Centre activities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>decisions taken by TRCS in relation to Community Centre services</td>
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<tr>
<td></td>
<td>implementation policy/advocacy aspects of the Community Centre services</td>
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<table>
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<th>Sensitive complaints are about:</th>
<th>sexual exploitation and/or any type of abuse by a TRCS staff member or volunteer</th>
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<tr>
<td></td>
<td>fraud and/or corruption by a TRCS staff member or volunteer, such as involvement in bribery, demanding payment for services, or the misuse of aid</td>
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<tr>
<td></td>
<td>any action which constitutes a breach of TRCS’ fundamental principles or code of conduct including staff behaviour</td>
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</table>
What type of feedback and complaints are not accepted?

The complaints and response mechanism cannot accept feedback on issues that do not relate to services provided by TRCS Community Centres or staff and are referred to relevant organisations.

This includes:

- contractual or legal disputes
- issues relating to the work of other humanitarian agencies or the government
- issues concerning criminal or illegal activities unconnected to TRCS services
- enquiries for employment with the TRCS
How can I share my feedback or complaint?

You can share your feedback or complaint by:

- Speaking directly with our Beneficiary Relationship Officer at a Community Centre
- Using the feedback and complaints box at a Community Centre (see page 16)
- Using one of the tablet computers in the Community Centre (see page 20)
- Informing a TRCS outreach team member
You can also share your opinion collectively at Community Centre through:

**advisory committee meetings**

Advisory Committee comprises of community representatives (local and refugees) and functions as a platform to share with TRCS along with other stakeholders feedback or concerns about the Community Centre services and other issues affecting them. Advisory Committee meetings take place once a month at the Community Centre.

**youth club meetings**

Youth Club comprises of local and refugee children and acts as a forum where TRCS shares information about the youth and other activities at the Community Centre. The forum provides opportunity to the youth to share concerns about Community Centre services and other issues affecting them. Youth Club meetings also take place once a month at the Community Centre.

For more information about the Advisory Committee and Youth Club, please contact our Beneficiary Relationship Officer at the Community Centre.
Complaints and Response Mechanism

How soon can I expect a response?

- Immediately or, at most, within 2 weeks for questions, general feedback/complaints and rumours.
- Within 2 weeks to, at most, 1 month for sensitive complaints.
Who will contact me in response to my feedback?

- Beneficiary Relationship Officer or Manager at the Community Centre for questions, general feedback/complaints or rumours
- Staff from TRCS Community Based Migration Programme Ankara office for sensitive complaints.
How can I use the feedback and complaints box?

A feedback and complaints box is located in the reception area of each Community Centre. You will find feedback forms in Arabic and Turkish which you will need to fill in and drop inside the box. An example of the feedback form is in page 18 and 19.

Please note, when using the feedback and complaints box you will receive a response within maximum 1 month as these are dealt with by TRCS Community Centre Manager.
Görüş ve önerilerinizi bizimle paylaşın!

Görüş ve Öneri Kutusu

* put your form into the box
* take the form from here
* you can use tablet
* you can use this pen to write
Thank you for reaching out to us. If you provided your contact details, someone from the TRCS would contact you in maximum 1 month.

1. Is this visit related to the person mentioning the issue or to another person?
   √ Related to the person who is bringing the issue
   ☐ Related to another person
   ☐ TRCS staff/volunteer reporting on another person

   (name, contact number ________________________________ )

2. Name and Surname ________________________________

3. Where do you live (district)? ________________________________

4. ID/registration number ________________________________

5. Phone number ________________________________

6. Age ________________________________

7. Sex: ☐ Female ☐ Male ☐ Prefer not to say

8. Nationality: ☐ Syrian ☐ Turkish ☐ Other ☐ Prefer not to say

9. Status
   ☐ Turkish citizen
   ☐ Refugee registered
   ☐ Refugee not registered
   ☐ TRCS staff
   ☐ TRCS volunteer
   ☐ Prefer not to say

10. Purpose of the visit:

    ☐ Question ☐ Complaint ☐ Feedback ☐ Rumour ☐ Other

11. Describe your issue (question/complaint/feedback/rumour)

______________________________________________________________
The Complaints and Response Mechanism (CRM) is a transparent and formal procedure that provides the communities we work with and other stakeholders the access to safely and confidentially raise concerns about issues that are relevant and within the control of TRCS. We would like to ask you to share with us your experience about using the CRM that has been operational since January 2020.

12. Are you familiar with the CRM? □ Yes □ No

13. Have you shared with us any questions/information using the CRM before? □ Yes □ No

14. Were the issues that you mentioned to us through the feedback mechanism last time fixed?
   □ Yes
   □ Partially
   □ In progress
   □ No

Thank you for your time!
How can I use the tablet computers?

A tablet computer is located on the desk near the feedback and complaints box at the Community Centre. You can use the tablet to share feedback and complaints. If you need guidance on how to use the tablet, you can ask the Beneficiary Relationship Officer at the centre to help you.
What do I do if I have a complaint about TRCS staff or volunteer?

You can use the tablet computer to report complaints about any TRCS staff or volunteer. In the tablet, once you answer “Yes” to “Is your complaint about a TRCS staff or volunteer?”, the case will be forwarded to and responded by TRCS Community Based Migration Programme Ankara office. Please note, the person about who the complaint is reported will not be involved to handle the issue.

You can also meet our Beneficiary Relationship Officer at the centre or share such concerns using the complaints box.
Can I share any anonymous complaint or feedback?

You can share complaints or feedback with us anonymously. However, please note we may not be able to get back to you directly if contact details are not shared. Nevertheless, any issues shared anonymously will still be followed up and investigated by TRCS.
7 Fundamental Principles of the International Red Cross Red Crescent Movement

- **Humanity**
  prevent and alleviate human suffering

- **Impartiality**
  non-discrimination and proportionality

- **Neutrality**
  retain credibility by not taking sides in hostilities

- **Independence**
  autonomy to act according to our principles

- **Voluntary Service**
  not motivated by financial gain

- **Unity**
  only one National Society per country that is open to all

- **Universality**
  all National Societies have equal rights and responsibilities
For further information regarding the TRCS Complaints and Response Mechanism at the Community Centre, please contact the TRCS Community Centre in your city.

NOTES
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