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EXTERNAL COMPLAINTS MECHANISM

TRAFFIC International takes very seriously its responsibility to protect people, including our staff, volunteers, partners, consultants, contractors, trustees, and others affected by our work, from any harm that may result from coming into contact with our organisation.

TRAFFIC is committed to excellence, transparency, and accountability in delivering its work, responding to the needs of its constituencies, and in conducting business with its stakeholders and suppliers. It is the policy of TRAFFIC to conduct its business in an honest and ethical manner. Staff members have the obligation to protect and promote the organisation's interests, and to act with due respect for other people. TRAFFIC is committed to protecting against retaliation staff or members of the public who report what they reasonably and in good faith believe to be ethical misconduct.

As a UK based organisation TRAFFIC International is subject to the UK's Public Interest Disclosure Act 1998 (PIDA) which is designed to protect staff and others who disclose genuine concerns, which seem to involve unlawful conduct or financial malpractice, from victimisation.

Complaints process

In this context, a 'complaint' describes a declaration that a behaviour, action, or omission of action on the part of TRAFFIC, a TRAFFIC staff member, or an implementing partner is in breach of our professional standards and as such must be addressed. The term complaint encompasses other terms such as grievance or allegation.

While TRAFFIC hopes that issues leading to a complaint will not arise, the organisation is committed to resolving any that do occur as soon as they are identified through an internal or, if necessary, external process.

Reporting a complaint

If your complaint relates to conduct you reasonably believe to be ethical misconduct (e.g., bribery, fraud, harassment, etc.) that occurred during activities in your community run by us or one of our partners, please use the complaints process provided for the activity.

If such a process is not in place or has failed to give a satisfactory answer you should contact TRAFFIC's Accountability Officer using the form below. Reports should be factual and not overly speculative and give enough detail to allow for the appropriate assessment of the nature, extent and urgency of the necessary investigation and other procedures. If possible, the report, should include any relevant supporting documentation.

Reports should be in one of the following languages:

- English
- Chinese
- French
- Vietnamese
- Spanish

TRAFFIC will make every effort to protect your identity, but if concerns are related to or involve a partner, the involvement of those organisations may be necessary as part of the investigation and local legal requirements may influence the process followed.

If you are considering making a complaint or have already reported a complaint, please keep the following safety measures in mind:

- You should **never** contact the suspected perpetrator to get facts or demand restitution.
- You should **never** attempt to personally conduct investigations or interviews.
- You should **never** discuss the case facts or allegations with anyone inside the organisation other than with those to whom the concern has been reported.
- You should exercise due **caution** if sharing your concerns with someone outside the organisation.

Treatment of cases after reporting

All complaints received, either via the Global office or a Programme office, will be logged in a central case-management system maintained by our Accountability Officer. A case file will be opened, and the complainant will be informed about the progress of their case. Complainants can expect to receive confirmation of receipt within six working days following their initial complaint.

The Accountability Officer will review the complaint and assess whether it is appropriate for further consideration and, if so, determine the most appropriate method to deal with the complaint. This will include the appointment of a 'Case Owner' who will be responsible to manage the complaint to a high quality.

The Accountability Officer will impartially monitor progress with the case, ensure that it is being dealt with in an appropriate manner and at the appropriate level, and confirm that relevant correspondence, reports, etc are securely stored.

The Accountability Officer will bring to the attention of the Senior Director – Operations and/or the designated trustee any cases which may require reporting to a designated member of TRAFFIC’s Board of Trustees and/or the relevant statutory authorities.

Should a complaint involve the Senior Director – Operations or the Executive Director, it will be referred to the Chair of the Operations Committee or to the Chair of the Board of Trustees.

Appeals

If you feel dissatisfied with the results of the initial review or if new supporting evidence has been obtained, an appeal can be made, details, including timeframes, will be provided upon request.

If you are unsatisfied with how we have dealt with your concerns, you can seek external advice from organisations such as ACAS (<http://www.acas.org.uk>)

For free confidential advice from an external source, you can contact the independent UK charity Public Concern at +44 (0)20 7404 6609

Contact details for TRAFFIC’s Accountability Officer

Post: The Accountability Officer
TRAFFIC International
David Attenborough Building
Pembroke Street
Cambridge CB2 3QZ
UK

Email: accountable@traffic.org

EXTERNAL COMPLAINTS FORM

INTERNAL REFERENCE NUMBER:	
1. COMPLAINANT (TO BE FILLED IN BY COMPLAINANT)	
Name	
Contact details (email and or phone number)	
2. COMPLAINT (TO BE FILLED IN BY COMPLAINANT)	
Type of complaint/ feedback	Harassment <input type="checkbox"/> Corruption/ Fraud <input type="checkbox"/> Other <input type="checkbox"/>
<p><i>Note: If you would prefer not to provide a written statement but would be willing to provide information over the telephone, please tick the following box and indicate your preferred language of communication. The Accountability Officer will arrange for a confidential telephone call.</i></p> <p>Please arrange for a confidential telephone call: <input type="checkbox"/></p> <p>Preferred language of communication:</p>	
<p>Did this happen to you, if not what relationship do you have to the community or individual concerned?</p> <p>Details of the person this happened to:</p> <p>Age: Child (under 18 years old) <input type="checkbox"/> Adult (18 years old and above) <input type="checkbox"/></p> <p>Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/></p>	
<p>Where did this happen? <i>Please provide the location (country, region, nearest community, or other distinguishing reference point)</i></p>	
<p>What happened? <i>(Please provide a thorough description of the issue so that we can investigate it further)</i></p>	
<p>When did this happen? If you don't know the exact date, please provide an approximate one (e.g., the beginning of January 2021)</p>	
<p>Has this incident already been raised with the local TRAFFIC office?</p>	
<p>Communication – has local law enforcement, local government official, or any other person (please specify) been informed?</p>	
<p>What are you looking for as an outcome to your complaint?</p>	

Are there any other issues related to the complaint and not referred to above that you would like to include?

Any other information? If you have any other information that could be useful, please add as an attachment e.g., photos, testimonies. Encrypted or password protected files cannot be uploaded because of antivirus protection.

Do not include sensitive personal information about any individual mentioned in your report if it is not necessary for describing your concern.

3. SIGNATURE (TO BE SIGNED BY COMPLAINANT)

By signing and submitting this complaint, I accept the procedure by which the complaint will be processed and note that, if dissatisfied with the initial results, I may choose to appeal at which time I will be informed of the follow-up process.

Date:

Complainant Signature: