

## PURPOSE OF THE COMPLAINTS AND PETITIONS MECHANISM

The Complaints and Petitions Mechanism safeguards the coherence and transparency of the way PMM carries out its statutory activities and provides an opportunity for dialogue with beneficiaries and partners, who, by expressing their views or needs, can contribute to improving PMM's internal procedures, raising the standards of the work carried out by PMM staff and volunteers, and preventing and counteracting abuses in the organisation. Ultimately, this mechanism will allow us to better understand the specific conditions and needs in the places where PMM development and humanitarian projects are implemented and to improve our procedures.

## FOR WHOM

The procedure can be initiated by PMM staff, volunteers, service providers, partner organisations, beneficiaries of PMM assistance and a third party.

## ANONYMOUS COMPLAINT

PMM respects the complainant's right to remain anonymous. It should be noted, however, that proceedings in cases initiated anonymously may be less effective due to more difficult access to evidence.

## SUBJECT MATTER OF THE COMPLAINT

Complaints and requests may relate to matters in 2 areas of PMM:

1. **administrative matters of PMM** - e.g. reporting irregularities or violations of internal procedures, the Code of Conduct or ethical principles in the organisation.
2. **operational matters of PMM** - i.e. the way PMM activities are carried out, aid activities, development and humanitarian projects, as well as fundraising, volunteering.

The subject of a complaint does not include enquiries about PMM activities, matters covered by labour law or issues related to contracts or civil law contracts, which are dealt with through appropriate communication channels and PMM internal procedures.

## WHO HANDLES A COMPLAINT

The Focal Point Person, appointed by the PMM Board to receive Complaints and Claims and to appoint Complaint Handling Committees specific to each case, is the contact person. A dedicated **email [focal.point@pmm.org.pl](mailto:focal.point@pmm.org.pl)** has been set up for this purpose.

## REPORTING OF COMPLAINTS AND PETITIONS AND PROCEDURE TO BE FOLLOWED:

A complaint or petition can be submitted through the **FORM OF COMPLAINT** or **FORM OF PETITION** prepared for this purpose. A complaint or petition may also be completed in paper form and sent to **[focal.point@pmm.org.pl](mailto:focal.point@pmm.org.pl)** . If none of the above-mentioned ways is possible, you can also report a complaint or a petition by phone: **+48 733 202 808**.

The Focal Point Person registers the complaint and directs the case to the appropriate procedure by appointing Complaint Handling Committees appropriate to the case, which may include:

representatives of the PMM Board, employees, members of the association, or members of the Audit Committee.

#### **WHAT RIGHTS I HAVE IN THE PROCEDURE**

Each complainant will be informed in writing (including by email) whether their complaint has been accepted for investigation, that is, whether the complaint relates to a matter within the PMM's area of operation. If the complaint has been accepted, the complainant will be informed in writing (including by email) of the resolution of the complaint. Decisions on complaints and petitions are not subject to appeal, but if the complaint is found to be justified, PMM implements appropriate disciplinary procedures against employees or discontinues cooperation with collaborators or volunteers against whom proceedings have been initiated. In case of abuse that may give rise to criminal liability, it shall report the matter to the relevant state authorities.

#### **TIMEFRAMES**

A complaint or petition may be submitted up to 6 months after the occurrence of the event that is the subject of the complaint or petition.

A decision on the acceptance of a complaint for consideration shall be taken within 5 days.

A complaint shall be resolved no later than 30 days following the date on which the complainant is notified of the acceptance of the complaint for consideration.