



# El Hassan Youth Award

## Complaints Policy

### 1. Complaints Policy

The purpose of this Complaints Policy is to provide a clear procedure for addressing and resolving complaints within El Hassan Youth Award. We aim to ensure that all complaints are handled in a fair, transparent, and timely manner, with the goal of maintaining a positive and supportive environment for everyone involved.

The complaints process should be a last resort; you should try to resolve the issue within the Award. If you want to be processed in this complaints complete the form located here at the bottom of this policy and send it to us at [complaints@hyaward.org.jo](mailto:complaints@hyaward.org.jo)

### 2. Scope

This policy applies to all staff, volunteers, adults, and stakeholders of El Hassan Youth Award who wish to raise a complaint or concern regarding any aspect of the Award's activities, services, or conduct.

### 3. Definition of a Complaint

A complaint is defined as any expression of dissatisfaction or concern raised by a stakeholder regarding the Awards activities, services, or conduct.

**Complaint and Dispute:** It means a complaint or dispute with or between individuals or Award centers and the Award office, which is filed by anyone, Award center or volunteer.

**Whistleblowing:** It is intended to report serious behavior or issues that are in the public interest and cannot be considered a complaint or dispute. Whistleblowing is often used when illegal activity is discovered, serious or institutional discrimination is occurring, potential fraud or corruption is discovered or unethical behavior is discovered. The Whistleblowing policy is in place for HYA and uploaded on website for further information.

**Vexatious complaint:** Any complaint that meets one or more of the following criteria:

- Continuity in following up on a complaint, as complaints handling procedures have been fully and properly implemented and exhausted
- Failure to accept documented evidence presented as factual, or refusal to receive an appropriate response, despite correspondence answering the complaint.



- Regular and continuous focus on a trivial matter to an extent which is out of proportion to its significance
- Continuously raise new issues or raise additional concerns or questions during the processing of the complaint.
- Complaints or unreasonable demands that impose a burden on the Award Office in terms of required resources and that are disproportionate to the seriousness of the allegation or complaint, or where the complaint is clearly intended to disrupt, annoy or harass another person, or the complainant can be described as obsessive or unreasonable.
- Repeated complaints and allegations that ignore previously provided procedures and responses

## 4. Complaints Procedure

### 4.1. Informal Resolution.

In the first instance, individuals are encouraged to address their concerns informally with the relevant person(s) involved, such as a supervisor, Award Leader, or designated contact person.

The aim of informal resolution is to resolve the complaint promptly and amicably, where possible.

### 4.2. Formal Complaint.

If the complaint cannot be resolved informally or the individual is not comfortable with informal resolution, they may submit a formal complaint in writing to the complaint officer:

National Director: Mr. Ayman Al Mufleh

Telephone: 065356695

Fax: 065356693

Email: [complaints@hyaward.org.jo](mailto:complaints@hyaward.org.jo)

If there is a reasonable belief that the complaint is malicious or malicious, it will not proceed.

The formal complaint should include Name and information of the complainant, details of the nature of the complaint, relevant facts, and any supporting evidence. For updating and addressing the person behind the Complaint is an effective and efficient matter.



### **4.3. Complaints Handling.**

An investigation committee of (3-5) not less, not more will start the handling process, upon receipt of a formal complaint, the Complaints officer and committee will acknowledge the complaint in writing within two weeks.

The Committee will conduct a thorough investigation into the complaint, which may involve gathering additional information from relevant parties.

The investigation will be carried out impartially and with due regard to confidentiality. The committee will communicate the outcome of the investigation to the complainant when the complaint is resolved, the aim to solve the issue within 30 days.

### **4.4. Appeal Process.**

If the complainant is dissatisfied with the outcome of the investigation, they may appeal the decision by submitting a written appeal to the Safeguarding Lead at Board of Trustees within Two weeks.

Safeguarding Lead at Board of Trustees: Mrs. Rana Arafat

The Board will review the appeal and conduct any necessary further investigation.

The decision of the Board will be final and communicated to the complainant in writing.

In most cases it is easier to resolve complaints within El Hassan Youth Award. If you wish to raise the issue to the International Award in exceptional circumstances, please follow steps in the International Complaints policy.

For further information concerning The Duke of Edinburgh's International Award Association: Complaints Policy please click on the link below:

<https://intaward.org/wp-content/uploads/2021/07/Complaints-Policy-Final.pdf>

## **5. Confidentiality**

- Anonymous complaints will not be accepted.
  - All complaint information will be treated sensitively and confidentially, with information provided to relevant parties only and in accordance with any relevant data protection and legal requirements in relation to the subject of the complaint.
- All parties involved in the complaints process are expected to treat all information related to the complaint with confidentiality, except where disclosure is required by law or necessary for the investigation and resolution of the complaint.
- At the discretion of those investigating the complaint, the identity of the complainant may be withheld from the respondent. This option may only be exercised when



withholding information would not undermine the respondent's ability to handle the complaint. It is understood that if the case is referred to public authorities, the issue of withholding the identity of the complainant may not be an option.

## **6. Non-Retaliation**

El Hassan Youth Award prohibits retaliation against any individual who raises a complaint in good faith. Any instances of retaliation will be treated as a separate complaint and addressed accordingly.

## **7. Review and Revision**

This Complaints Policy will be reviewed yearly to ensure its effectiveness and relevance. Any revisions will be communicated to all members, volunteers, staff, and stakeholders.

## **8. ACTIONS TO SUPPORT IMPLEMENTATION**

In order to fully implement this policy, the Award Office will do the following

- Publish and announce the existence of this policy and its associated procedures by making them easily available on the award's website.
- Ensure that the National director, Trustees members, Operating Partners, staff Award Centers are aware of this policy
- Ensure that all Award staff and volunteers involved in activities for and on behalf of the Award are aware of the complaint process.

## El Hassan Youth Award Complaints process

