



# Justice Rapid Response

## Feedback and Complaint Policy

### 1. Purpose

Justice Rapid Response (JRR) strives to conduct its operations with honesty and integrity. To help JRR fulfill that commitment, this policy describes the procedure to provide feedback and report concerns and situations that are falling short of what could be expected from the organization or from the individuals implementing its activities.

In this framework, JRR is putting a particular emphasis on the prohibition and prevention of any violations of the personal integrity of its staff, consultants and of all the persons they interact with in the course of their work, or other unwanted behaviour. Harassment, exploitation and abuse (including of a sexual nature) and discrimination on the basis of gender, origin, ethnicity, religion, age, sexual orientation, disability etc., will not be accepted, nor will they be ignored.

### 2. Scope

This policy is intended for anyone who is or has been engaged with JRR as an organization and wishes either to provide constructive feedback or file a complaint with the organization, either directly or through JRR's whistleblowing mechanism.

Feedback can be made with regards to situations where it is considered that JRR's overall performance could be improved. A complaint can be filed to report unwanted behavior such as discrimination, harassment, exploitation and abuse (including of a sexual nature), but also fraud, financial mismanagement, bribery, theft, corruption, breach of security rules etc.

### 3. Submitting feedback or a complaint

#### 3.1 Feedback or a complaint submitted directly to JRR

Feedback and a complaint can be made in person, by telephone, letter or email marked "**CONFIDENTIAL**" to the **Director of Operations**:

Director of Operations  
Justice Rapid Response  
Nations Business Center – 6th Floor  
Rue du Pré-de-la-Bichette 1  
1202 Geneva, Switzerland  
Tel: +41 22 544 29 00

Email: [dirop@justicerapidresponse.org](mailto:dirop@justicerapidresponse.org)

In the case of a complaint, in addition to stating its nature and circumstances, the Complainant is encouraged to state the remedial action they wish to be taken.

If the complaint is about the Director of Operations, the complaint should instead be addressed directly to the **Executive Director** – the correspondence must be marked “**CONFIDENTIAL**”.

Executive Director  
Justice Rapid Response  
Nations Business Center – 6th Floor  
Rue du Pré-de-la-Bichette 1  
1202 Geneva, Switzerland  
Tel: +41 22 544 29 00  
Email: [ed@justicerapidresponse.org](mailto:ed@justicerapidresponse.org)

### 3.2 Complaint submitted through JRR’s whistleblowing mechanism

Complainants who do not feel confident to report a concern directly, can instead report indirectly through JRR’s independent and secure whistleblowing mechanism called “SeeHearSpeakUp”<sup>1</sup>. The procedure and explanations on how to do so is included in Annex 1, together with a “Frequently Asked Questions” (FAQ’s) briefing note.

Concerns raised through JRR’s whistleblowing mechanism will be passed on to JRR’s leadership (Executive Director, Director of Operations and Director of Finance) for initial assessment and investigation<sup>2</sup> if required. However, the personal details of the Complainant (name and contact information) will not be shared by SeeHearSpeakUp without the consent of the Complainant. Although not encouraged, concerns can also be raised anonymously to SeeHearSpeakUp.

## 4. Action from JRR

### 4.1. Initial Assessment

Upon receiving the complaint either directly or through JRR’s whistleblowing mechanism, the Director of Operations (or the Executive Director) will carry out an initial assessment to determine the scope of the issue and take urgent measures if necessary (if for instance the physical integrity of the Complainant or another party is at risk).

The Director of Operations (or the Executive Director) will provide written confirmation that details of the concerns have been received, either directly or through “SeeHearSpeakUp”. At this stage, information will be provided as to:

- Whether or not further information is required from the Complainant directly or through “SeeHearSpeakUp” if the Complainant has remained anonymous.
- How JRR proposes to deal with the matter;
- Whether any initial inquiries have been made; and
- Whether further investigations will take place and, if not, why not.

While JRR cannot always guarantee the outcome a Complainant is seeking, it is committed to deal with any

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<sup>1</sup> JRR has partnered with a third party (Anderson, Anderson & Brown LLP), which provides a whistleblowing mechanism called “SeeHearSpeakUp”. See Annex 1 for the details.

<sup>2</sup> The third party providing the whistleblowing mechanism has received clear instructions to report to an alternative leader within the organization, should one of the leader be the subject of the concerns raised through the mechanism.

concern in a fair and appropriate manner.

## **4.2 Investigation**

The Director of Operations (or the Executive Director) will investigate the circumstances leading to the complaint, directly or using an independent and impartial entity depending on the case. Particular attention will be paid to the due process rights of the persons involved and to confidentiality in the treatment of the information. The results of the investigation will be communicated to the Complainant within a reasonable time depending on the complexity of the case.

JRR's management is committed to keeping the Complainant informed of the progress of the investigation, its likely timescale, and the outcome of the investigation. However, sometimes legal constraints or the need for confidentiality may prevent JRR from giving specific details of the investigation or any disciplinary action taken as a result.

## **4.3 Referral and appeal**

### **4.3.1 Referral to the Executive Director about the initial assessment and complaint handling**

If a Complainant is not satisfied with the outcome of the Initial Assessment and the complaint handling by the Director of Operations, this can be raised with the Executive Director of JRR:

Executive Director  
Justice Rapid Response  
Nations Business Center – 6th Floor  
Rue du Pré-de-la-Bichette 1  
1202 Geneva, Switzerland  
Tel: +41 22 544 29 00  
Email: [ed@justicerapidresponse.org](mailto:ed@justicerapidresponse.org)

### **4.3.2 Appeal to JRR's Executive Board about the outcome and complaint resolution**

Should the Complainant not be satisfied with the outcome of the investigation and the complaint resolution, they will have the right to put the case in writing to a panel consisting of two members of JRR's Executive Board. The case must be lodged 14 days from the date of the final response to the Complainant. The Executive Director or the Director of Operations will provide the contact details of the Chair and Vice-Chair of JRR's Executive Board upon request.

If the case is found to be justified, the panel will make a decision, including if necessary, the provision of instructions to JRR's Executive Director for further actions, as well as remedial actions. The decision of the panel is final.

## **4.4 False and malicious allegations**

If it is concluded that a Complainant has made false allegations maliciously or with a view to personal gain, the Complainant, if a member of staff or otherwise in a contractual relationship with JRR, will be subject to disciplinary action or other appropriate action.

## **5. Reporting and update**

The Director of Operations (or the Executive Director) will keep JRR's Executive Board informed of the number and nature of complaints, and the outcomes, on at least an annual basis.

The Director of Operations will regularly review the effectiveness of this Policy and of JRR's whistleblowing mechanism.