



## WWF Nepal Project Complaints Resolution Process

WWF Nepal has established a mechanism to receive and respond to concerns raised by stakeholders who may be affected by WWF Nepal supported conservation activities as a key means to strengthen implementation of WWF's Social Policies and Safeguards (defined below). Addressing complaints in a timely and effective way helps resolve issues, improves mutual understanding, strengthens accountability and provides a foundation for increased collaboration.

### WWF Network's Social Safeguards and Policies

- 1) WWF Statement of Principles on Indigenous Peoples and Conservation
- 2) WWF Policy on Poverty and Conservation
- 3) Conservation and Human Rights Framework
- 4) WWF Gender Policy
- 5) WWF Guidelines: Prevention of Restriction of Rights and Relocation & Resettlement of Indigenous Peoples, Tribal and Local Communities (pending approval)
- 6) other relevant WWF policies and safeguards developed and communicated to WWF Network

WWF Social Policies and Safeguards can be found at [WWF social policies:](http://wwf.panda.org/what_we_do/how_we_work/people_and_conservation/wwf_social_policies/)  
([http://wwf.panda.org/what\\_we\\_do/how\\_we\\_work/people\\_and\\_conservation/wwf\\_social\\_policies/](http://wwf.panda.org/what_we_do/how_we_work/people_and_conservation/wwf_social_policies/))

### Eligibility: Who can make a complaint?

Any community or group (2 or more people) who believe it is or may be negatively affected by WWF Nepal's failure to follow its Social Policies and Safeguards in the design or implementation of a WWF Nepal project activity is considered an "Affected Party". Any Affected Party may file a complaint. Representatives filling a complaint on behalf of an Affected Party must provide concrete evidence of authority to represent them.

Given that this project complaints resolution process is oriented towards direct dialogue and engagement among all parties, anonymous complaints will not be considered although complainants can request confidentiality. There is a risk that confidentiality may limit efforts to resolve complaints, and complainants will be informed if confidentiality is impending the process.

### Complaint Filing Process

The WWF Nepal Complaints Resolution Process is overseen by a team in the WWF Nepal, Kathmandu Office. Complaints should be directed to WWF Nepal Project Complaints Team by any of the following means:

Email: [projectcomplaint@wwfnepal.org](mailto:projectcomplaint@wwfnepal.org)

Post: Project Complaints, PO Box 7660, Baluwatar, Kathmandu, Nepal.



The complaint should include the following information:

- Complainant's name and contact information
- If not filed directly by the complainant, proof that those representing the affected people have authority to do so
- The specific project or program of concern including location
- The harm that is or may be resulting from it
- The relevant social policy or provision (if known)
- Any other relevant information or documents (e.g. date of event)
- Any actions taken so far (if any) to resolve the problem, including contact with WWF
- Proposed solution
- Whether confidentiality is requested (stating reason)

The complaint can be filed either in English, Nepali or any of the local languages.

### **Complaint review process**

**Step 1** - The WWF Nepal Project Complaints Team, will assess the eligibility of the complaint and provide a response as to whether or not it is eligible, in accordance with the above criteria (within 10 business days after receiving the complaint).

**Step 2** - If the complaint is eligible, the team will come up with a plan to look into the complaints and timeframe for this process. The team will then communicate this information to the Affected Party (within 10 business days after the completion of step 1).

**Step 3** - The team will then look into the matter, with additional technical support as needed, including support from the field offices. Based on the results, the team will then work with concerned parties to develop and implement an action plan and timeframe of steps required to resolve any issues identified.

**Step 4** - A summary of the concern raised, actions taken, conclusions reached, follow up plan and timeframe for completion will be documented and communicated as agreed between the parties. WWF Nepal will facilitate support to further clarify, assess, and resolve issues raised as needed, including if appropriate, engaging input from outside experts.

*WWF Nepal will notify WWF International when it receives any complaints and will keep WWF International in the loop during all the steps outlined above. WWF Nepal will also get technical inputs and expert opinion from WWF International as and when needed during the process.*

### **Monitoring**

Agreed action plans will establish timeframe for regular process monitoring towards resolution of the complaint. The Project Complaints team will coordinate the monitoring by organizing periodic checks – bringing together the concerned parties and relevant technical advisors for meetings or other communication on the status of action plants, until they are completed. WWF Nepal will assess the effectiveness of this complaints resolution process on an annual basis, and identify any needs for improvement.



## **Non- retaliation**

WWF Nepal strongly disapproves of and will not tolerate any form of retaliation against those who report concerns in good faith. Any WWF Nepal employee who engages in such retaliation will be subject to disciplinary action up to and including termination of employment. WWF Nepal will take all feasible actions to protect complainants against retaliation. Anyone who has made a report of suspicious conduct of a WWF Nepal employee and who subsequently believes he or she has been subjected to retaliation of any kind should immediately report it by the same channels as noted herein.