



# Complaint Handling Policy

## Introduction

In the Danish Moravian Mission (BDM), we are committed to protecting and providing high-quality services to our beneficiaries and partners. We recognize that, despite our best efforts, complaints may arise from time to time.

BDM values and welcomes feedback, including complaints, from the individuals we serve and serve along. We believe that addressing complaints in a constructive manner improves the quality of our work and helps us maintain compliance with our policies and ethical standards. This Complaint Handling Policy establishes a mechanism for handling complaints, ensuring that we detect and correct any unacceptable conduct and reinforce ethical behaviours in line with our mission and Christian values.

## Definition of a Complaint:

A complaint, within the context of this policy, refers to a grievance made against BDM as an organization or any of its employees/representatives or partners. The complaint relates to a failure to fulfill a promise (verbal or written) in connection with our activities, mission, values, or the conduct of BDM staff and representatives.

## Who can complain?

Any beneficiaries, community members, stakeholders, partners and collaborators, or employees of BDM can make a complaint. Complaints can be made in writing or verbally and should be directed to the appropriate person, as outlined below.

## How to file a complaint

It is in the interest of BDM that anyone wishing to express a concern of any kind and against anyone within the organization should feel free and comfortable doing so. In this guideline, anyone is free to use the following avenues:

1. Report a complaint orally or in writing to BDM's employees in the local area (from where the complaint originates).
2. Report a complaint orally or in writing to BDM's general secretary.
  - The general secretary's contact information can be found at [www.bdm-dk.dk/omos/kontakt/](http://www.bdm-dk.dk/omos/kontakt/).
  - Written reports can also be sent to the postal address of the secretariat: Nørregade 14, 6070 Christiansfeld, Denmark. Att. The General Secretary.
3. Report a complaint orally or in writing to BDM's complaints officer<sup>1</sup>.
  - The person responsible for complaints and the person's contact details can be found at [www.bdm-dk.dk/omos/bestyrelse/](http://www.bdm-dk.dk/omos/bestyrelse/).
  - The following e-mail address can also be used: [submitacomplaint@bdm-dk.dk](mailto:submitacomplaint@bdm-dk.dk). The email must contain a description of the case or situation.

## Steps to address complaints:

### 1) Receive and accept the complaint

If you make a report to a BDM employee, the person will document the complaint and immediately forward it to the general secretary.

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<sup>1</sup> Appointed by the board.



Once you have reported a complaint, BDM will confirm receipt within a period of 5 working days. This confirmation will contain a description of how the complaint will be handled.

A log of reports received will be kept. All documents or records related to the complaint are kept securely and are only accessed by authorized personnel.

## 2) Reviewing the complaint

The general secretary (possibly in collaboration with the employee who has received a complaint) or the complaints officer processes the complaint and makes a quick review of it. Complaints will be reviewed to confirm whether they fall within the scope of BDM's complaint handling policy. At this stage, BDM reserves the right to reject any unfounded complaints. If the report falls outside the policy, the reporter is informed of this, and the report is deleted.

In reviewing the complaint, the complaints officer or the general secretary will decide whether he/she will investigate the misconduct himself or delegate to another, more appropriate person<sup>2</sup>. The person in charge of complaints can involve the management in the processing of the case unless the management itself is included in the complaint.

## 3) Investigation of complaint

The complaint is investigated thoroughly and impartially. This may involve gathering additional information from relevant parties, internal investigation, interviews with the reporting party and other relevant persons and dialogue between involved parties.

## 4) Resolution of complaint and follow-up

Once the investigation is complete, the general secretary/complaints officer provides the reporter with a written response within 30 working days. The response will include a statement of the findings, any action taken to address the complaint and any further steps that will be taken.

If the reporter is not satisfied with the answer, they can complain to BDM's board, which will review the complaint and make a final decision within 30 working days.

## Confidentiality

- It is not possible to complain anonymously. However, the identity of the complainant will be kept confidential by the recipient of the report, unless they have given express consent for their identity to be shared.
- All information related to the complaint will be kept confidential and shared only with those who need to know in order to investigate and resolve the complaint. This may include the complaints officer, relevant employees, or members of the board, depending on the nature of the complaint.
- All staff and board members involved in the complaint handling process will be educated on the importance of confidentiality and reminded of their obligations throughout the process.
- Any breach of confidentiality will be taken seriously and may result in disciplinary action.

By maintaining confidentiality throughout the complaints handling process, we hope to create a safe and supportive environment where complainants feel comfortable raising concerns without fear of reprisal. At the same time, we recognize that there may be situations where confidentiality cannot be maintained, such as when there is a risk of harm to the complainant or others. In these cases, we will take appropriate action to ensure the safety and well-being of all involved.

BDM emphasizes that persons reporting a complaint will not experience discriminatory treatment or retaliation from BDM as a result of the complaint.

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<sup>2</sup> If the complaints officer or the general secretary cannot be impartial, the investigation of the complaint must be forwarded to an independent party (a lawyer or body authorized to investigate this type of complaint).



### **Learning and improvement**

BDM is committed to using complaints as an opportunity to learn and improve our services. We will analyse complaints received and take appropriate action to address any systemic issues identified.

### **Reporting to external authorities**

If the reported complaint involves illegal activities or violations of laws or regulations, BDM may report the matter to the relevant external authorities for further investigations and legal proceedings.

### **Recording of complaints**

All complaints received will be recorded in a Complaints Register (see annex 1). The Complaints Register will include details of the complaint, the investigation, follow up actions, and the resolution.



# Whistleblower Policy

## **Definition of whistleblower**

A whistleblower is an individual who reports concerns, complaints, or suspected wrongdoings within BDM, including, but not limited to, unethical behavior, fraud, corruption, mismanagement, violation of laws or policies, or any activity that poses a risk to the organization or its stakeholders.

## **Complaint mechanism versus whistleblowing**

The whistleblower (the person who "blows the whistle") is usually not personally affected by the situation or the illegality. Therefore, he/she rarely has a personal interest in the outcome of an investigation into their concern – they are trying to warn others. This is different from a complaint. When someone files a complaint, they express that they have been treated unfairly on a personal level. This unfair treatment may, for example, be a violation of their individual rights, and the reporter himself seeks justice.

## **Confidentiality and Protection from Retaliation**

BDM will treat all whistleblower reports with the utmost confidentiality, to the extent possible within the requirements of investigation and legal obligations.

Whistleblowers will be protected from retaliation, including but not limited to termination, harassment, or any adverse action as a result of their disclosure. Any retaliation against a whistleblower will be treated as a serious violation of this policy and may lead to disciplinary action.

## **Reporting mechanism**

Whistleblowers can make reports orally or in writing to their immediate manager, the general secretary or the complaints officer (see contact information above). In addition, [submitacomplaint@bdm-dk.dk](mailto:submitacomplaint@bdm-dk.dk) can also be used. Messages received on this e-mail can only be accessed by the complaints officer.

All whistleblower reports are forwarded to the complaints officer, who is responsible for the follow-up work after the report.

## **Investigation and solution**

BDM will immediately and impartially investigate all whistleblower reports in a fair and objective manner.

Whistleblowers should provide as much detail and documentation as possible to facilitate the investigation and resolution of the reported concern.

The investigation will be conducted by the complaints officer and/or external persons with appropriate expertise independent of the reported concern, ensuring confidentiality and protection of the whistleblower's identity, unless disclosure is required by law.

BDM will take appropriate remedial action based on the findings of the investigation. This may include disciplinary action, corrective action, policy revisions, or other necessary steps to address the reported concern.

## **Communication and follow-up**

BDM will provide the whistleblower with periodic updates on the progress and outcome of the investigation, to the extent permitted by law and confidentiality requirements.



## Annex 1: Complaints Register

<b>1. Receiving the Compliant</b>	
<b>Complaint number</b>	
<b>Date received</b>	
<b>Complainant name</b>	
<b>Complainant contact information</b>	
<b>Employee/representative who received the complaint</b>	<i>Which employee or representative heard about or collected this complaint in the first place?</i>
<b>2. Reviewing the complaint</b>	
<b>Category</b>	<i>Categorize the complaint, e.g., HR, Operations, Customer Service, etc.</i>
<b>Nature of Complaint</b>	<i>Brief description of the complaint given by the complainant.</i>
<b>Attachments</b>	<i>List any supporting documents or evidence attached.</i>
<b>3. Investigation and Resolution</b>	
<b>Investigation Notes</b>	<i>Record updates, findings, actions taken, or correspondence related to the complaint.</i>
<b>Resolution</b>	<i>Detail how the complaint was resolved, including any corrective actions taken.</i>
<b>Date Resolved</b>	
<b>Resolved By</b>	
<b>4. Closure and Follow-up Actions</b>	
<b>Preventive Actions</b>	<i>Note any preventive measures taken to avoid similar complaints in the future.</i>
<b>Monitoring</b>	<i>Indicate if there is a need for ongoing monitoring or follow-up related to this complaint.</i>
<b>Additional comments</b>	
<b>Date Closed</b>	
<b>Closed By</b>	