

CCFSA CLIMATE
CHANGE AND
FOOD
SECURITY
ASSOCIATION

Grievance and Dispute Resolution Policy

<https://iklimvegida.org.tr/>

info@iklimvegida.org.tr

GRIEVANCE AND DISPUTE RESOLUTION POLICY

Member:	• all board members/trustees, board committee members • all association employees, secondees, interns and volunteers; and • all consultants/contractors/suppliers (including internal consultants with an association email address) • all association partners
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Author:	Adil Murat Vural, Head of Management Board
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1. PURPOSE

This Grievance and Dispute Resolution Policy ("Policy") outlines the procedures for addressing grievances and resolving disputes that may arise within the Climate Change and Food Security Association (CCFSA), including those involving staff, members, volunteers, partners, and beneficiaries. The CCFSA is committed to fostering a fair, respectful, and inclusive environment and aims to resolve grievances and disputes in a timely, transparent, and amicable manner.

2. SCOPE

This Policy applies to all grievances and disputes arising from or related to CCFSA's activities, including but not limited to:

- **Workplace grievances:** Concerns related to employment conditions, discrimination, harassment, or other workplace-related issues.
- **Member grievances:** Concerns related to membership rights, benefits, or obligations.
- **Project-related grievances:** Concerns related to the implementation of CCFSA projects, including those raised by beneficiaries or community members.
- **Partnership disputes:** Disagreements or conflicts arising between CCFSA and its partners.

3. PRINCIPLES

The CCFSA will adhere to the following principles in addressing grievances and resolving disputes:

- **Confidentiality:** All parties involved in a grievance or dispute are expected to maintain confidentiality to the extent possible.
- **Fairness:** All grievances and disputes will be handled fairly and impartially.
- **Timeliness:** Grievances and disputes will be addressed promptly and efficiently.
- **Transparency:** The processes for addressing grievances and resolving disputes will be transparent and accessible to all parties.
- **Respect:** All parties involved will be treated with respect and dignity.

4. GRIEVANCE PROCEDURE

4.1 Informal Resolution

- **Initiation:** Individuals are encouraged to first attempt to resolve grievances informally by discussing the matter with the person(s) involved.
- **Facilitation:** If direct communication is not successful or appropriate, a neutral third party (e.g., a designated staff member or mediator) may be requested to facilitate a discussion between the parties.

4.2 Formal Grievance

- **Written Complaint:** If informal resolution is unsuccessful, the aggrieved party may submit a written complaint to the Executive Director or designated Grievance Officer. The complaint should include:
 - The nature of the grievance
 - Dates and details of relevant events
 - Names of individuals involved
 - Desired resolution
- **Investigation:** The Grievance Officer will investigate the complaint, gathering information and interviewing relevant parties.

- **Decision:** The Grievance Officer will issue a written decision, outlining the findings of the investigation and any actions to be taken.
- **Appeal:** If the aggrieved party is dissatisfied with the decision, they may appeal to the Board of Directors within [number] days. The Board's decision will be final.

5. DISPUTE RESOLUTION

5.1 Negotiation

- **Direct Negotiation:** Parties to a dispute are encouraged to engage in direct negotiation to reach a mutually acceptable resolution.
- **Facilitated Negotiation:** If direct negotiation is unsuccessful, a neutral third party (e.g., a mediator) may be engaged to facilitate the negotiation process.

5.2 Mediation

- **Agreement to Mediate:** If facilitated negotiation is unsuccessful, the parties may agree to participate in mediation.
- **Mediator Selection:** A qualified mediator will be selected by mutual agreement of the parties.
- **Mediation Process:** The mediator will facilitate discussions between the parties to help them reach a mutually acceptable resolution.
- **Confidentiality:** The mediation process will be confidential.

5.3 Arbitration

- **Agreement to Arbitrate:** If mediation is unsuccessful, the parties may agree to submit the dispute to binding arbitration.
- **Arbitrator Selection:** A qualified arbitrator will be selected by mutual agreement of the parties.
- **Arbitration Process:** The arbitrator will hear evidence and arguments from both parties and issue a binding decision.

6. RECORD KEEPING

The CCFSA will maintain confidential records of all grievances and disputes, including the nature of the complaint, the resolution process, and the outcome.

7. POLICY REVIEW

This Policy will be reviewed and updated periodically by the Board of Directors to ensure its effectiveness and compliance with relevant laws and regulations.

8. COMMUNICATION AND ACCESSIBILITY

This Policy will be made available to all staff, members, volunteers, partners, and beneficiaries through the CCFSA website and other appropriate channels.

9. RETALIATION

The CCFSA prohibits any form of retaliation against individuals who file a grievance or participate in a dispute resolution process in good faith. Any individual who believes they have experienced retaliation should report it to the Executive Director or Board of Directors.

This Grievance and Dispute Resolution Policy is intended to provide a framework for addressing grievances and resolving disputes within the CCFSa. It is not intended to be exhaustive or to create any legal rights or obligations. The CCFSa reserves the right to modify this Policy at any time.