



## **Complaint and Feedback Mechanism**

Vision Development Organization (VDO) is committed to maintaining an open and transparent process for receiving and addressing complaints, feedback, and concerns from our stakeholders, beneficiaries, staff, partners, and the communities we serve. This Complaint and Feedback Mechanism is designed to provide a confidential and accessible channel for individuals to report grievances, provide feedback, and seek assistance related to VDO's activities, programs, and operations.

### **How to Submit a Complaint or Feedback**

1. **Email:** You can submit a complaint or feedback via email to [communications@vdongo.org](mailto:communications@vdongo.org). Please include your name (optional), contact information, and a detailed description of your complaint or feedback.
2. **Phone:** You can call our Complaints and Feedback hotline at +93(0)728777119 to speak with a team member. Our hotline is available Sun-Thu from 08:30 am to 04:30 pm.
3. **In Person:** If you prefer to submit your complaint or feedback in person, you can visit our office at Qalai Fatehullah-Kabul Afghanistan during Sun-Thu from 08:30 am to 04:30 pm and speak with a designated staff member. We have complaint boxes available at designated locations within our office so you can submit your written complaints or feedback confidentially.
4. **Online Form:** You can also submit your complaint or feedback using our online form [\[URL\]](#). The online form lets you provide detailed information about your complaint or feedback and attach relevant documents or evidence.

### **Confidentiality and Privacy**

All complaints and feedback received through our Complaint and Feedback Mechanism will be treated with the utmost confidentiality and privacy. Personal information provided will only be used to address the complaint or feedback and will be handled in accordance with our privacy policy.

### **Response and Resolution**

Upon receiving a complaint or feedback, VDO will acknowledge receipt within 1 business day and initiate an investigation or review process. We are committed to addressing complaints and feedback promptly, fairly, and impartially and to providing a timely response to the complainant.

### **Appeals and Follow-Up**

If you are dissatisfied with the response to your complaint or feedback, you have the right to appeal the decision. VDO will provide information on the appeals process and any further steps that may be available to you. We also welcome follow-up inquiries to ensure that complaints and feedback are fully resolved to the complainant's satisfaction.

### **Non-Retaliation Policy**

VDO prohibits retaliation against individuals who submit complaints or provide feedback in good faith. We are committed to protecting whistleblowers and ensuring that they are not subjected to any adverse consequences for raising concerns or reporting misconduct.

At VDO, we value the input and feedback of all our stakeholders, and we are committed to addressing complaints and feedback in a transparent, accountable, and responsive manner. Our Complaint and Feedback Mechanism, including the provision of complaint boxes at designated locations, is designed to provide a safe and confidential avenue for individuals to voice their concerns, provide feedback, and seek assistance, and to contribute to continuous improvement and accountability in our organization.