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BRSP
بلوچستان رورل سپورٹ پروگرام

PPAF
پی پی اے ایف

Post-floods Resilient Recovery and Strengthening of the Livestock Sector in Balochistan

COMPLAINT REDRESSAL & FEEDBACK MECHANISM

The Project Complaint Redressal & Feedback Mechanism will ensure stakeholders' complaints and grievances are received, reviewed and timely resolved. It is designed to provide prompt and efficient feedback while recognizing the right of stakeholders to register complaints against inappropriate behavior, harassment or misconduct related to project processes limiting beneficiary participation and services rendered by the project.

REGISTERING THE COMPLAINT

This feedback mechanism allows registration of complaints both in written or verbal medium, in person at the local partner organization office and or activity /event location, over the phone, via e-mail or through post directed to the local focal person identified for the purpose. The following minimum information will be required to log a complaint - name of the complainant, CNIC number, physical address, mobile /contact number, and nature of the complaint. Anonymous complaints will not be entertained.

Complaint registration information in your location:

Abdul Hamid Khan

(051) 111 000 102 -Ext:117

(051) 2282262

livestock-complaints@ppaf.org.pk

PPAF Islamabad Head Office:
Plot No. 14, Street No. 12, Mauve Area, Sector G-8/1, Islamabad

COMPLAINT REDRESSAL PROCESS

We aim to resolve all complaints and communicate back the outcome of process. Notes and records from the process will be retained. In case complainant wants to send a direct complaint or is unsatisfied with outcome of complaint resolution, the escalation can be forwarded to; complaints@ppaf.org.pk

The Project is committed to accountability to its stakeholders