



# The Danish Trade Union Development Agency's policy on complaint mechanism

## 1 Introduction

The aim of this policy is to ensure that all stakeholders engaged in interventions supported and/or implemented by the Danish Trade Union Development Agency (DTDA) are able to raise complaints to the senior management. This will contribute to higher transparency and responsibility within the organisation and greater accountability towards partner organisations, beneficiaries and other stakeholders. Questions regarding this policy or on how to make a complaint should be forwarded to [mail@dtda.dk](mailto:mail@dtda.dk).

## 2 How to make a complaint

### 2.1 What is a complaint

The DTDA uses a broad definition of complaints to ensure that all relevant complaints are included. Therefore, a complaint is simply a statement of dissatisfaction relating to an engagement or activity implemented or supported by the DTDA. This also includes (mis)conduct of staff, resource persons, contractors or other suppliers.

### 2.2 Who can make a complaint

Any person or group, both stakeholders and non-stakeholders, can make a complaint to the DTDA.

### 2.3 How to make a complaint

The attached complaint form (Annex 1) should be used when making a complaint. Complaints can be sent by e-mail to [mail@dtda.dk](mailto:mail@dtda.dk) or by postal service to the following address:

Ulandssekretariatet  
Islands Brygge 32D  
2300 Copenhagen S  
Denmark  
Att.: Complaint Committee

## 3 How complaints are handled

### 3.1 Complaints Committee

All complaints are forwarded to the Complaints Committee, which consists of the chairmanship of the Board, Director, Head of Programmes, Chief Accountant and Programme Officer for Management. The chairman of the DTDA is chairman for the Committee and the Programme Officer acts as Secretary for the



Committee.

Members of the Committee are disqualified from handling complaints if the Chairman assess that they are not impartial or unbiased, e.g. the complaint concerns the specific member or a person linked to the member or if the member is linked to the complainant(s). If the complaint concerns the chairmanship, the Board of the DTDA will substitute the committee and address the complaint at the first-coming board meeting.

### **3.2 Handling disclosed information and time limits**

The DTDA will adhere to relevant legislation regarding handling of data and personal information. All complaints will be anonymised. Contact information of the complainant and other confidential information will only be available for the members of the Complaint Committee.

The complainant will receive a confirmation as soon as possible after submitting the complaint with information on the estimated timeframe for handling the complaint. The DTDA will prioritise handling complaints in a fast and efficient manner, but the duration will vary according to the scope of the complaint.

There is no time limit for submitting a complaint, although the DTDA encourages complainants not to hesitate in reporting complaints as this will ease the handling procedures. The chairmanship has no obligation to process a case submitted more the 12 months after the case has been closed.

### **3.3. Complaint handling and possible outcome**

The Complaint Committee will meet as soon as possible following the receipt of a complain to review the complaint and allocate adequate time and resources to investigate the complaint.

If the Complaint Committee finds that the complaint concerns an issue outside the scope of what the DTDA reasonably can be held accountable for, the complainant will receive a dismissal of the complaint and, if relevant, where to appropriately submit the complaint.

The Complaint Committee will handle the investigation with relevant assistance of colleagues or external resource persons, e.g. lawyers or accountants. The Committee will produce a report that concludes the investigation and it will on that basis make a final resolution on the complaint. The complainant and other relevant involved parties will subsequently receive the final resolution.

The outcome of an investigation can involve, but not limited to, the following:

- Disciplinary procedures regarding staff or external resource persons
- Cancellation of contracts with partner organisations or other entities
- Change in internal policies and guidelines
- Staff training or counselling

If the investigation shows signs of criminal offences, the DTDA will forward the complaint to the relevant authorities for further legal action.



## Annex 1: Complaint form

<b>Complaint form</b>		
<b>Contact information</b>		
<i>If you wish to submit the complaint anonymously, please leave the below section blank.</i>		
Making the complaint as:		
Organisation <input type="checkbox"/> Name of organisation: Contact person: E-mail: Phone:	Private person <input type="checkbox"/> Name: E-mail: Phone:	
<b>Complaint</b>		
Describe the complaint as adequately and detailed as possible:		
Are there any documentation attached this complaint:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
By sworn statement I declare that the information given in the complaint is correct:	Yes <input type="checkbox"/>	
Date for submitting the complaint:		