



# WWF-PACIFIC PROJECTS COMPLAINTS RESOLUTION PROCESS

**Is there something you are not happy with regarding Projects or the conduct of our staff?**

**If you answered "Yes" – please read on & share with other Community members.**

WWF-Pacific is committed to ensuring that our working relationship with our communities is one built on trust and mutual respect. We are committed to a Speak Up culture in alignment with WWF Networks Core Standard Speak Up ([HERE](#)). Therefore, the way we operate and the way we behave with our communities is very important to this relationship. We also recognize the challenges of our communities especially women, children and people with disabilities and the greater need for us to reach out in order to do what we can to help you.

This **Project Complaints Resolution** process is a way that we hope will enable us to better communicate with you on your concerns with a commitment to trying to help you resolve them.

Each and every WWF-Pacific staff is committed to Listen Deeply, ensuring that we practice and live out this behavior in our daily lives, in our families, in our workplace, in our church and social groups and in our communities. So we are happy to listen to your concerns. We would like to help.

If you are afraid of retaliation from a WWF staff, please be assured that WWF has a zero tolerance policy of retaliation and is committed to your protection. Disciplinary action will be taken against any WWF staff for any form of retaliation against you.

We are also happy to receive any feedback on how we can improve this process and we hope that this process is a trustworthy and timely one to resolve conflicts and improve understanding between WWF-Pacific and you, our communities/stakeholders.

Please contact us if you are concerned by WWF-Pacific supported conservation activities (either through project implementation or through misconduct or unprofessional attitude by a WWF-Pacific staff).

## HOW TO LODGE A COMPLAINT:

1. At the community/stakeholder level, to a WWF Field Staff or Project Manager in the field, through one of the community facilitators or village heads (verbal face-to-face meeting).

2. At the community/stakeholder level, in confidence, to a WWF Field Staff or Project Manager in the field (verbal face-to-face meeting).

*[In these two cases, the WWF Field Staff/Project Manager will try to help resolve the complaint/problem and this will be communicated back to the complainant as well as to the WWF team for documentation]*

- **Through the telephone number: +679 3315 533 /+6799924 416**

The key point of contact will be the **M&E Coordinator, Ms Vilisite Tamani**, who will immediately acknowledge & confirm the complaint being received and provide a brief of the next steps to be taken.

- **Through letter or email:**

For letters, these should be delivered via post to: **WWF-Pacific Project Complaints, C/- The M&E Coordinator, WWF - Pacific, Private Mail Bag, Suva, Fiji** OR

via email to: [projectcomplaint@wwfpacific.org](mailto:projectcomplaint@wwfpacific.org)

- **Through the Global Complaints Channel ([HERE](#))** Concerns raised to this channel will be received by WWF International which will in turn immediately inform the Director, WWF-Pacific.

Complaints can be submitted in English, iTaukei, Hindi, Rotuman, Pidjin for Solomon Islands, or Tok Pisin for Papua New Guinea. The complaint should include the following information:

- Complainant’s name, address and contact details;
- If not filed directly by the complainant, proof that those representing the affected people have authority to do so;
- The specific project or programme of concern including the community name;
- The concern and/or any harm that may be resulting from it;
- Any other relevant information or documents;
- Any actions taken so far to resolve the problem, including contact with WWF;
- Proposed solutions;
- State reasons if confidentiality is needed.

In the above cases, the eligibility of the complaint will be assessed and this will be sent to a WWF-Pacific Review team. A response will be communicated to the complainant within 10 working days. If the review of the complaint is going to take longer, this delay will be communicated to the complainant by the M&E Coordinator. All complaints will need to be documented and monitored to ensure a record of actions taken, recommendations, decisions, and time-frame and these shared with relevant stakeholders.