



## **REGULATIONS FOR RECEIPT AND RESOLUTION OF COMPLAINTS SUBMITTED TO WWF MONGOLIA PROGRAMME OFFICE**

### **One. General Considerations**

- 1.1 The parties such as individuals, partner organizations, and staff members may submit their complaints to the Programme Office. Receipt and resolution of their complaints shall be regulated under the Constitution of Mongolia and the respective Laws and legislations on resolution of complaints submitted by individuals to governmental and non-governmental organizations and their officials and officers, as well as these regulations.
- 1.2 These regulations shall instruct the process of receipt, review, resolution, and follow-up actions to be undertaken in pursuit of the complaints submitted to WWF Mongolia Programme Office.
- 1.3 Complainants shall be the individuals, partner organizations, and co-workers who are directly engaged in business relations and undertakings with the Programme Office.

### **Two. Receipt of complaints**

- 2.1 The Programme Office shall receive the complaints forwarded in written, online or e-form, and in-person by the parties above mentioned.
- 2.2 Complaints can be submitted to the Director of WWF Mongolia Programme Office in any of the ways outlined below:
  - 2.2.1 Business contact (phone) number of the Director: +976-11-318447 and e-mail address: [batbold@wwf.mn](mailto:batbold@wwf.mn);
  - 2.2.2 In-person to the WWF Mongolia Programme Office at its domicile address. In the case of the latest, an appointment with the Director must be made in advance through contact by phone to the Programme Office.
- 2.3 The complaints received shall be registered and filed under supervision of the Programme Office Director.
- 2.4 The complaint being forwarded or submitted to the Programme Office must contain the following details:
  - Full name and contact details of the complainant(s);
  - If a complaint is being delivered or presented by a person, not by the complainant, the person must show a proving document/letter of accreditation saying he/she is authorized to represent the complainant;
  - Subject matter of complaint;
  - Other relevant supporting documents and facts;
  - Confidentiality (indicate its reason);
- 2.5 All complaints about of WWF-Mongolia regardless of perceived seriousness, can also be submitted to the Director General Office, WWF International, Rue Mauverney 28, 1196 Gland, Switzerland by postal or via WWF Network's Global Complaints Channel [HERE](#). If sent to this channel, the complaint will be registered in a secure system and reviewed by WWF International senior officers on a need to know basis, and will be immediately passed to the WWF Mongolia Programme Office Director who will be responsible for responding directly to the Complainant. If the complaint relates to alleged misconduct of the Programme Office Director, the complaint shall be managed directly by WWF International.

### **Three. Review, resolution or rejection of a complaint and response to a complainant:**

- 3.1 A complaint shall not be forwarded or referred to the official or officer, who is involved or concerned.
- 3.2 A sealed paper with "Confidential" "Hand in only" shall be directly handed in the official, who is authorized for receipt and review.

- 3.3 If a complaint has no specific return contact details, the complaint shall be filed with along with the explanation note.
- 3.4 If a complaint is a subject to the court decision, the complaint shall be directly returned without a review to the complainant within three days of its receipt.
- 3.5 Admissibility of a complaint shall be determined against the authority of the Programme Office for consideration and resolution; if resolution of the complaint matter is beyond the Programme Office's authority, the complaint shall be submitted to the respective authority within three business days for consideration and resolution.
- 3.6 A complaint shall be resolved by discussion of management team of the Programme Office within 30 days from its receipt date. If necessary, the period may be extended by decision of the Director of Regional Office for another 30 days. The complainant shall be informed about the extension and its registry shall be updated.
- 3.7 If a complaint is subject to immediate resolution, it shall be reviewed and resolved within three business day.
- 3.8 If a complaint is not subject to immediate resolution or requires a time for obtaining guidance from upper management team over its resolution, the complaint shall be forwarded to the regional and the headquarter. This processing and final resolution shall be notified to the complainant.
- 3.9 A complaint of suggestion or recommendation nature shall be responded after its practicality is adequately reviewed. Its response shall be given to the complainant within 90 days from the receipt date of the complaint.
- 3.10 A complainant shall be notified with a final decision on resolution after subject matter of his/her complaint is adequately reviewed and supported with relevant documents and confirmation statements from the associated parties.
- 3.11 If necessary, additional information and facts may be requested from the complainant.
- 3.12 Resolution of a complaint shall be notified the complainant in any of appropriate ways: verbally or by phone, e-mail, or in written.

#### **Four. Monitoring on receipt, review, and resolution of complaints and imposing liabilities to offenders**

- 4.1 A complainant shall follow the code of conducts and good social skills when presenting and communicating with a complaint matter.
- 4.2 If a complainant submitted a false complaint to deliberately accuse, vilify, and abuse one's reputation and dignity and it has been confirmed during the review or investigation process, he/she will be imposed with the liabilities according to the respective Law(s) of Mongolia and other legislations.
- 4.3 Compliance or enforcement of these regulations shall be monitored by the Director of WWF Mongolia Programme Office and the official and officer must follow all the regulations' instructions to ensure its enforcement.