

External Complaints Procedure

Movement On The Ground

1. Purpose of this procedure

Movement On The Ground (MOTG) is committed to transparency, integrity, and respectful collaboration with all individuals and organizations we work with. This complaints procedure ensures that anyone can submit a complaint and which procedure we will follow.

2. What is a complaint?

A complaint is an expression of dissatisfaction regarding the quality of services, the actions, or the lack of action, by MOTG, it's staff, volunteers, or any other individual directly involved in the executing of the missions. A complaint must relate to actions for which MOTG is accountable or which fall under its sphere of influence.

Anyone who witnesses misconduct or experiences inappropriate behaviour by someone representing MOTG can report this confidentially. Due to the sensitive and confidential nature of such reports, they are handled directly by the HR Manager and a confidential advisor. Below you will find information on how to file a complaint.

MOTG will respond to all qualified complaints within 4 weeks.

3. Who can submit a complaint?

Anyone who engages with MOTG can submit a complaint, including:

- Volunteers and staff
- Partners and suppliers
- Program participants
- Donors and other external stakeholders

For volunteers and staff we also have internal procedures, which are stated in our Safeguarding and Integrity Policy.

4. How to submit a complaint

Complaints can be submitted by sending an email to:
feedback@movementontheground.com

Please include the following in your complaint:

- Your name and contact information

- A clear description of the complaint (including dates, locations, and people involved)
- Any steps already taken to resolve the issue

All complaints will be handled with care and confidentiality. You can expect a formal response within four weeks; if more time is required, you will be informed with an explanation. Only individuals directly involved in addressing the issue will have access to the information shared.

If you are not satisfied with the outcome, you may submit an appeal within two weeks of receiving the response. Appeals are reviewed by the Movement On The Ground (MOTG) Board, which will provide a final decision within eight weeks. To support accountability and improvement, all complaints are logged anonymously and reviewed regularly.

An annual summary report is presented to the Board to help inform organizational development. This procedure was approved by the MOTG Board and is reviewed at least every two years.