

VACANCY ANNOUNCEMENT

The CL Organization is looking for a qualified “**Complaint Feedback Mechanism Officer**”

Position	: Complaint Feedback Mechanism Officer
Number of Position	: 1 Position
Report to	: Project Manager
Duty Station	: Hpa-An, Kayin State
Project Period	: 1 Year (Possible extension)
Application Deadline	: March 24 th , 2025 (5:00 PM)

CL Organization

CL Organization is a non-governmental, non-profit, non-political and non-religious local CSO that welcomes everyone regardless of their religion, race, ethnicity, or Gender and is willing to work for the best of society. CL’s mission is to enhance the sustainable livelihoods and healthy lifestyles of local vulnerable people and farmers by implementing various training and projects (domestic skills, agricultural training, business start-ups, marketing training, land use training, and health care knowledge) in Myanmar.

POSITION SUMMARY: The **Complaint and Feedback Mechanism (CFM) Officer** is responsible for ensuring an effective, transparent, and accountable complaints and feedback system within the project. The officer will engage with community members, beneficiaries, and stakeholders to receive documents, and respond to complaints and feedback related to project activities. The role will support the implementation of a community-based complaints mechanism, ensuring ethical handling of sensitive issues, and promoting a culture of accountability and continuous learning.

Key Responsibilities:

- Establish and manage an accessible, safe, and confidential complaint and feedback mechanism (CFM) for the community.
- Ensure timely documentation, categorization, and resolution of complaints and feedback received through multiple channels (suggestion boxes, hotlines, in-person, community meetings, and online platforms).
- Maintain an up-to-date complaint and feedback database and ensure accurate reporting.
- Regularly analyze complaint trends and provide reports to inform project improvements.
- Conduct community awareness sessions on the complaints and feedback process, including safe migration awareness and protection issues.
- Work closely with village committees, youth and women’s groups, and other local structures to ensure their active involvement in the feedback process.
- Ensure marginalized and vulnerable groups (women, youth, persons with disabilities) have access to safe and inclusive reporting channels.
- Ensure timely and effective response to complaints in coordination with relevant project teams.
- Develop and implement referral pathways for sensitive complaints, including protection, gender-based violence (GBV), and safe migration concerns.
- Liaise with relevant authorities, humanitarian actors, and service providers for appropriate case referrals.
- Conduct post-distribution monitoring (PDM) activities to gather beneficiary feedback on project interventions, such as small-scale infrastructure projects, capacity-building programs, and vocational training.
- Support the analysis of feedback trends and provide recommendations for program adjustments.
- Prepare regular reports and presentations on complaints and feedback trends, including lessons learned.
- Ensure complaints handling adheres to organizational policies and donor requirements.
- Maintain confidentiality, data protection, and ethical handling of complaints, especially those related to fraud, abuse, or exploitation.

Qualifications & Experience:

- Bachelor's degree in a related field.
- Minimum of 2-3 years of experience in humanitarian or development projects, preferably in accountability, complaints handling, or MEAL.
- Knowledge of Community-Based Disaster Risk Management (CBDRM), Disaster Risk Reduction (DRR), and Safe Migration awareness are an advantage.
- Experience working with vulnerable groups, particularly women, youth, and marginalized communities.
- Strong communication, facilitation, and community engagement skills.
- Ability to manage sensitive complaints with confidentiality, empathy, and professionalism.
- Proficiency in local languages and cultural understanding is an asset.

Key Competencies:

- Strong interpersonal and problem-solving skills.
- Commitment to accountability, transparency, and ethical handling of complaints.
- Ability to work independently and collaboratively in a multicultural environment.
- Strong analytical and reporting skills.

Professional Standards

1. Commit to CL Way (Code of Conduct / Organization's Policies)
2. Commit to ensuring the optimal implementation of these policies in its framework.

Others:

1. Any other task requested by he/she supervisor for efficient program implementation.

Application Process:

Interested candidates should submit their resume, Cover Letter, and 2 referees via email only to hrteams83@gmail.com. Late application will not be considered. We encourage to apply for those who are available for immediate joining. Only shortlisted candidates will be contacted. **For 2 referees, one from HR Department and one from line Manager/Supervisor from the previous job.** Reference & Background checks will be performed for successful candidates.

Equal Opportunity Employer: CL is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.