

**We want to hear from you:**

**feedback and complaints mechanism**

Trócaire (Country name) is committed to:

* being accountable for our actions and the decisions we take
* that our interactions, activities and programmes are of the highest standards
* that our staff conduct is always repectful of others

We aim to listen to the needs, concerns, and views of those involved in our programme work, (the communities and individuals involved in the activities we fund, our programme partners) as well as all other stakeholders.

We want to hear people’s feedback whether that is positive, identifying a concern or making a complaint. We promise to treat what people tell us seriously and to take appropriate action.

**YOU CAN SUBMIT YOUR FEEDBACK OR COMPLAINT TO TRÓCAIRE BY:**

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 **email to:** **complaints(Country Name)@trocaire.org**

**or**

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 **speaking to a member of our team**

*All feedback and complaints will be dealt with securely and confidentially.*

Trócaire requires that it’s staff and those who represent Trócaire (including partners) do not engage in behaviour that abuse of exploit others.

This includes:

* Staff and representatives are prohibited from causing any physical or emotional harm to children or vulnerable adults.
* Staff and representatives are prohibited from engaging in sexual activity with children (persons under the age of 18).
* Staff and representatives are prohibited from the exchange of money, employment, goods, or services for sex, including sexual favors.
* Staff and representatives are prohibited from engaging in sexual relationships with program participants.
* Staff and representatives are prohibited from any form of humiliating, degrading, or exploitative behavior toward children, women, and adults who may be vulnerable.
* Staff and representatives are not to use their power or position to withhold assistance or services, or to give preferential treatment.
* Staff and representatives are prohibited from using their power or position to request or demand payment, privilege, or any other benefit.
* Staff and representatives are prohibited from engaging in trafficking in human beings, in all forms.

**Safeguarding concerns can be reported by:**

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 **email to:** **complaints(Country Name)@trocaire.org**

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 **speaking to a member of our team**

 **(who will refer your concern to the appropriate person)**

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 **Contact one of our Country Director or Safeguarding focal Person**

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**Contact our Head Office in Ireland:** **safeguarding@trocaire.org**

*All feedback and complaints will be dealt with securely and confidentially.*