

Rural Reconstruction Nepal- RRN

Grievance Redress and Feedback Mechanism Guideline



RRN

Rural Reconstruction Nepal

Approved
[Signature]
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(Revised 2026)

1. Background

Rural Reconstruction Nepal (RRN) is a non-governmental, not-for-profit social development organization dedicated to empowering Nepal's rural communities. Committed to development, democracy, peace and human rights, RRN works with poor and marginalized rural populations. The organization focuses on meeting basic needs, supporting livelihoods and building local institutions through a rights-based approach. Its mission includes advocating for human rights, social and climate justice at various levels.

In Nepal's evolving socio-political context, marked by rising youth-led anti-corruption concerns and ongoing constitutional reform debates, RRN continues to advance democratic governance, accountability and transparency. Its strategic approach emphasizes genuine participation, gender equality, social inclusion, transparency, accountability, social justice, coordination, collaboration, community demand, ownership and sustainability.

2. Purpose

This document outlines the procedures Rural Reconstruction Nepal-RRN will follow to address complaints or concerns from its staff, members and stakeholders regarding violations of organizational policies, practices, values or behavioral conduct. These grievances can be appealed to RRN management for redressal according to RRN's Operating Procedures 2013 (amended 2018, '3.19.1 Policies'). This GRM applies to all staff, project beneficiaries, community members, partner organizations, contractors and other stakeholders interacting with RRN programs.

The manual intends to provide clarity and predictability on how complaints will be received, assessed, sorted, resolved and monitored. There are guidelines established to receive and respond to all complaints related to the organization, its project implementation as well as project beneficiaries, communities and stakeholders. The GRM offers a cost-free approach for parties to file their concerns regarding any negative impacts on their human and legal rights, livelihoods and social or environmental conditions resulting from RRN's project implementation ensuring the timely and satisfactory resolution of these issues. The GRM will operate legally alongside the country system to enable the uptake of grievances in line with the Operating procedures policy and under the scope of the RRN's organizational policies. The GRM will also be able to receive and refer any grievances related to sexual exploitation and abuse and sexual harassment (SEA/SH), Gender Based Violence (GBV) and corruption related activities.

3. Principles

The principles that guide the GRM's procedures and by which their performance will be evaluated are:

- a) **Accessible:** ensure that everyone can and know how to access the GRM and provide adequate assistance including communication in the simple and local language.
- b) **Predictable:** provide a clear and known procedure with an indicative timeframe for each stage to resolve grievances or concerns.

- c) **Equitable:** ensure reasonable access to information, fair, informed and respectful terms in an equitable manner.
- d) **Transparent:** ensure that parties (complainants) are kept informed about the progress of a grievance and provide sufficient information about the mechanism's performance independently. Update the grievance progress by uploading it to the RRN's official webpage of the project.
- e) **Confidentiality and Data Protection:** ensure that all complaints are handled with strict confidentiality, protect the identity of complainants especially in sensitive cases and ensure that personal information is securely stored and only accessed by authorized personnel on a need-to-know basis.
- f) **Rights compatible:** ensure that complainants agree the grievances are consistent with applicable national formal and informal (customary) and internationally recognized rights and under the scope of the RRN's organizational policies.
- g) **Enabling continuous learning:** conduct regular analysis of the frequency, patterns and causes of the grievances and draw on relevant measures to identify lessons for improving the mechanism and preventing future grievances and harms as much as possible.
- h) **Based on engagement and dialogue:** consult the affected stakeholders for whom organization's principal activities are intended and focus on dialogue with concerned parties as the means of addressing and resolving grievances.
- i) **Non-retaliation:** ensure that no complainant, witness or involved party faces any form of retaliation, discrimination or adverse consequences for raising a grievance or participating in the grievance redress process.

4. Procedure

4.1 Complaint Uptake

The organization's GRM committee is primarily responsible for resolving grievances. The committee members comprise of balanced representation across gender, job grades and expertise. The administrative head at the central office will serve as the focal person for GRM handling, with assistance from GRM committee members, team leaders or project coordinators of respective projects and field office staffs.

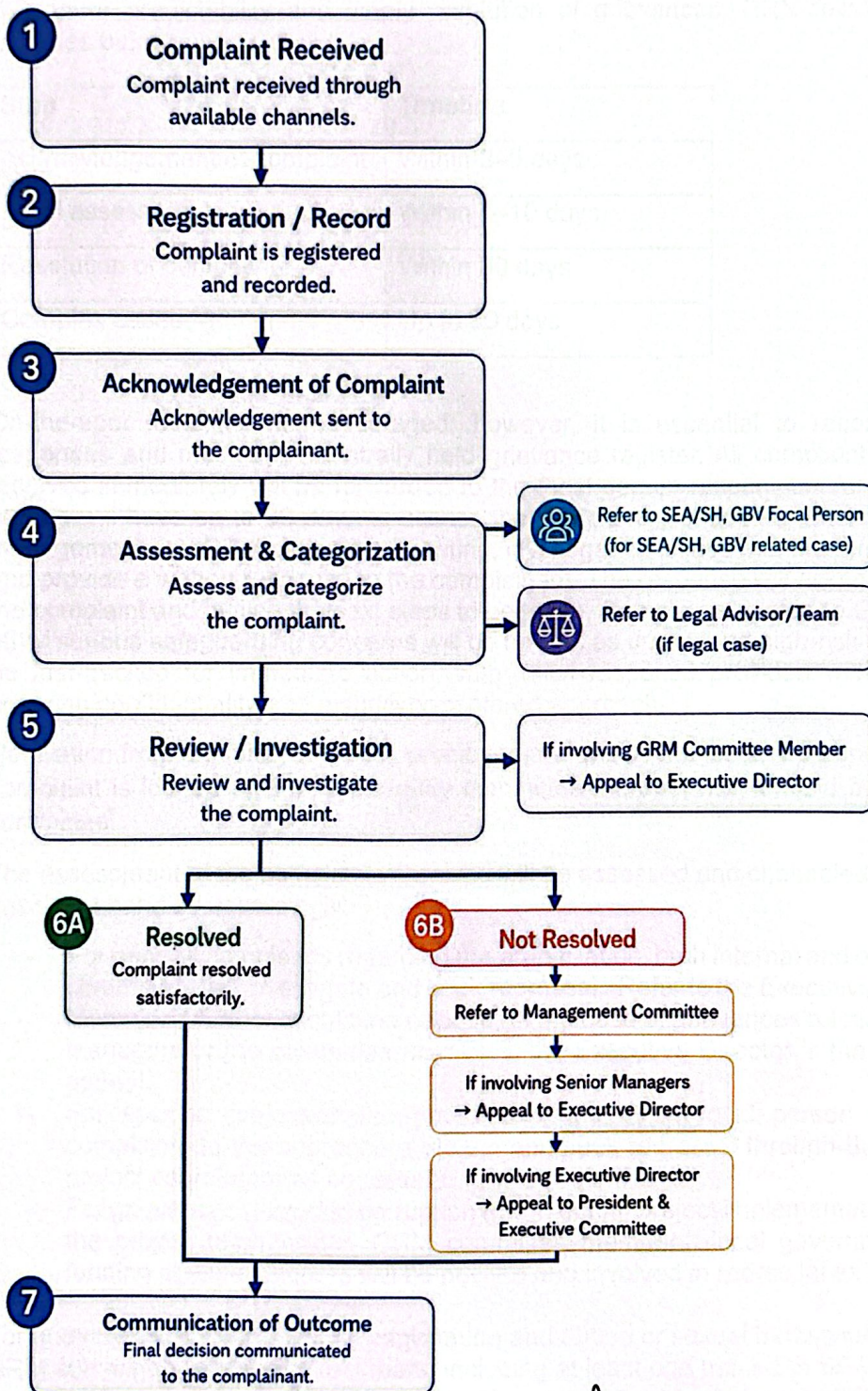
Complaints can be submitted by the Toll-Free number- **1-6600-123254**, a dedicated Email: grm@rrn.org.np, through official social media platforms of RRN or by verbally to the GRM focal person or project's field staffs. Complaint Box will be in the central office in Kathmandu along with in the project area in the field offices and associated offices.

Staff members who receive complaints verbally with the complainant reference person's detail must put them in writing in the grievance register for them to be considered. Anonymous complaints will be accepted including by phone and assessed based on available information. However, investigation and response may be limited due to lack of contact details.

Information on these various channels to submit complaints will be publicly displayed on RRN's official website, social media platforms and during various workshops, events and trainings organized.



Grievance Redress Mechanism (GRM) Flow Chart



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4.2 Assessment, Acknowledgment and Response

To ensure predictability and timely resolution of grievances, RRN follows the indicative timelines below:

Step	Timeline
Acknowledgement of complaint	Within 3–5 days
Initial assessment	Within 7–10 days
Resolution of complaint	Within 30 days
Complex cases	Up to 60 days

On-the-spot resolution is encouraged; however, it is essential to record incidents and responses and maintain a centrally held grievance register. All complaints that cannot be resolved immediately will be forwarded to the focal person responsible for GRM. This focal person will have up to 30 days to assess the complaint, conduct an internal organizational management and GRM committee meeting, investigate, discuss with the Executive President and provide a written response to the complainant. The response will acknowledge receipt of the complaint and outline the next steps to be taken. Complaints related to GBV, SEA/SH and other serious safeguarding concerns will be treated as urgent and high-risk cases. These will be fast-tracked for immediate action, with initial response provided within 24–48 hours, ensuring confidentiality and a survivor-centered approach.

Retaliation from any party is strictly prohibited and will be subject to appropriate action. If the complaint is lodged against an enquiry committee member they should be replaced in the committee.

The assessment of the complaints received will be assessed and channeled as case-by-case basis and handled accordingly:

- For general complaints regarding the organization, both internal and external, the GRM committee, will investigate and seek redressal. Refer to the Executive Director and HR Manager if further escalation needed. In the case of grievances relating to up to senior managers or the committee members, the Executive Director is the relevant point of appeal.
- For specific project-related grievances, the GRM focal person will redirect the complaints to the appropriate project and seek redressal through the team leader or project coordinator as necessary.
- For grievances related to corruption (graft) during project implementation and activities, the project team leader, GRM committee members, local government bodies and funding agencies/donors will be notified and involved in redressal as necessary.

For grievances related to sexual exploitation and abuse or sexual harassment (SEA/SH), the GRM committee will involve members, including at least one trained in SEA/SH and gender-based violence and will be handled through survivor-centric approach. SEA/SH complaints

will be handled through a separate confidential channel, ensuring restricted access, survivor safety and ethical handling procedures. If need be the organization will also immediately provide a survivor with information regarding options for support including referral and access to GBV providers and if the survivor wants to pursue legal remedies, referrals can be made if and only with the consent of the survivor.

4.3 Resolution or Closure

Where there is an agreement between the complainant and the organization on how the complaint will be resolved, a minute will be drafted and signed by them. After due implementation of it, a new minute will be signed stating that the complaint has been resolved.

Where an agreement has not been reached, the complainant will be offered the option of an independent mediation process at the organization's offices, local community center, municipality or village center, or restaurant place to the complainant's comfort.

- If the complainant accepts the mediation option and an agreement is reached, due implementation will be monitored by the GRM committee (or mediation service/ persons) and a minute will be signed signaling the complaint has been resolved.
- If the complainant does not accept the mediation option or if he/she does but an agreement is not reached, the case will be elevated as per the various mandates of the complaint. If no resolution is agreed, the complainant may seek redress through courts or other mechanisms available at the country level. If the complainant is not satisfied with the resolution, they may submit an appeal within a specified timeframe (7–10 days). The appeal will be reviewed by a higher-level authority (Executive Committee/Board) and a final decision will be communicated within a defined timeframe.
- The final step is to close out the grievance. RRN will communicate the outcomes (whether these are decided at the field office or central office level) of the complaints to the complainant in a timely fashion with an effective means of communication using language that is easily understandable to the complainant. The GRM committee records the steps taken and maintains the details of both successful and unsuccessful complaints. The committee will also communicate with the complainants and explain the reasons for the decisions and outcomes made by the organization and inform complaints about referral options or recourse other alternatives including legal remedies within the tentative timeframe of 5 days.
- When the resolution and agreement is reached; development of implementation mechanisms such as provisioning the compensation for the affected parties, communities and individuals to redress the grievance will be done within the tentative timeframe of 20 days.

All supporting documents of meetings needed to achieve resolution will be part of the file related to the complainant.

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4.4 Registry and Monitoring

All complaints received will be entered into the complaint registry able to be reviewed, tracked and monitored. The register will also present:

- Number of complaints received.
- Number and percentage of complaints that have reached agreement.
- Number and percentage of complaints that have been resolved.
- Number and percentage of complaints that have gone to mediation
- Number and percentage of complaints that have not reached agreement

There will also be a database system- Management Information System (MIS) that will show the issues and geographic areas most complaints circle around. The information provided by the database is expected to help the project team to improve the mechanism and better understand and address the social impacts of the project.

5. Responsibility and Resources

The RRN management committee will be responsible for the operation of this GRM with the admin head leading the committee as focal person. Responsibilities include maintaining the grievance redress process, including the procedures; registration of complaints; outreach and external communications; tracking performance and quarterly reporting. Resources of the operational costs of the GRM will be managed by organization and/or related projects.

The GRM will ensure all the complaints are addressed and resolved properly. The redressal mechanism will be effective and efficient. According to the complexity of the issues any grievances should be redressed within maximum 60 days. Record of redressal process will be documented and kept secured for knowledge.

6. Awareness and Communication Strategy

RRN will ensure that all stakeholders are adequately informed about GRM, its purpose, procedures and accessibility through proactive awareness and communication efforts.

Key measures include:

- **Community Orientation and Awareness Sessions:** Regular orientation sessions will be conducted at community and project levels to inform beneficiaries and stakeholders about the GRM, including how to submit complaints and expected timelines for resolution.
- **Inclusion of Vulnerable and Marginalized Groups:** Special efforts will be made to ensure access to the GRM for vulnerable groups, including Indigenous Peoples (IPs), women, persons with disabilities and marginalized communities. This may include targeted outreach, culturally appropriate communication methods and assistance in filing complaints where needed.
- **Information Disclosure:** Details of the GRM, including contact channels (toll-free number, email, complaint boxes), will be publicly displayed at project sites, field offices and on RRN's official website and social media platforms.



- Capacity Building of Staff: RRN staff and project teams will be trained to effectively communicate GRM procedures, support complainants and ensure inclusive and respectful engagement.

7. Reporting

- Quarterly GRM reports will be prepared to systematically document the number and types of grievances received, their status (resolved, in progress, pending), key trends, actions taken and any challenges encountered during the reporting period. These reports will also highlight response timelines, effectiveness of resolution measures and areas requiring attention. Key findings, lessons learned and recommendations from the quarterly reports will be consolidated and reflected in the annual report of RRN to support organizational learning, strengthen accountability and inform future planning and decision-making.
- Lessons learned and feedback from the GRM system will be systematically documented and integrated into the planning and implementation of project activities to support continuous improvement.
- A Management Information System (MIS) will be utilized for the systematic recording, tracking, and analysis of GRM data and case management.

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ANNEX 1: GRM and Complaint Registration

Types of grievances

#Suggestions/ Feedback/ Enquiry

#Complaint

- Graft (corruption)/ fraud
- Favoritism
- Work Delayed/ delayed in goods and services
- Transparency and Accountability related issues
- Misbehave/ Misconduct Social discrimination/ Social conflicts
- Environmental negligence
- Abuse of Authority / Power Imbalance
- Workplace harassment
- Sexual Exploitation and Abuse/ Sexual Harassment (SEA/SH)
- Gender Based Violence (GBV)



ANNEX 2: Template for Summary of complaint (गुनासोको संक्षिप्त विवरण फारमको नमुना):

Received on (date):

गुनासो/ सुझाव प्राप्त मिति:

Received by: phone / fax / email / letter / SMS/ verbally/ other (Specify).....

प्राप्त माध्यम: फोन / फ्याक्स / इमेल / पत्र / एसएमएस / मौखिक रूपमा / अन्य (उल्लेख गर्नुहोस).....

Grievance description:

गुनासोको विवरण:

Action taken:

गरिएका कार्यहरू:

Received and processed by (Full name):

प्राप्त तथा व्यवस्थापन गर्ने व्यक्ति (पूरा नाम):

Signature:

हस्ताक्षर:

Summary of the complaint: Optional (Provide code for sensitive cases like SEA/SH, GBV)

Complainant's full name:

Complainant's ID:

Complainant's address:

Complainant's phone (home/cell):

Complainant's email:



ANNEX 3: Grievance Record Register Template (गुनासो दर्ता रजिस्टरको नमुना)

S.N. क्र.सं.	Date मिति	Nature of grievance (Inquiry/Complain/ Suggestion) गुनासोको प्रकृति (जिजासा / गुनासो / सुझाव)	Grievance Description गुनासोको विवरण	Received By प्राप्त गर्ने व्यक्ति	Means of Submission पेश गरिएको माध्यम	Actions Taken गरिएका कार्यहरू	Status (Addressed/Resolved/Initiated/on-going) स्थिति (सम्बोधन गरिएको / समाधान गरिएको / सुरु गरिएको / प्रक्रियामा रहेको)	Date Addressed/ Resolved सम्बोधन/समाधान गरिएको मिति	Addressing Organization/ Project सम्बोधन गर्ने संस्था/परियोजना	Refer रिफर/सिफारिस	Notes/ Remarks टिप्पणी / कैफियत

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