

OBSERVATOIRE DU SAHARA ET DU SAHEL

SAHARA AND SAHEL OBSERVATORY

External Communication Procedure

June 2016



External Communication Procedure

INTRODUCTION

In order to ensure transparent complaints handling, several modes of transmission have been implemented by OSS. Thus, to send us a complaint, we have the following ways:

- Send an e-mail: doleances@oss.org.tn
- Reception of directly-handed complaints to: BP 31, Boulevard du Leader Yesser Arafet, Tunis 1080, Tunisie
- Call the number : +216 71 206 633

1. SUBJECT :

This document describes the impartial complaints handling procedure of OSS who is committed to observe the highest ethical, legal and moral standards among its members as in the projects and programs activities that he funds and coordinates

2. SCOPE OF APPLICATION:

The OSS staff are required to report any act of fraud or corruption or other failure that they note. Likewise, populations, beneficiaries, third parties and all projects stakeholders can confidentially report fraud and corruption cases and the impact of projects implemented by OSS on the environment.

3. REFERENCE DOCUMENTS

- Internal regulations, March 2000 version 1.0
- OSS Procedures Manual, April 2012 version 1.0
- Whistleblowing policy, March 2013 version 1.0
- Environmental and Social Policy, April 2016 version 1.0

4. CONTENT

4.1. GENERAL POINTS

The complaints may concern the following items:

- Fraud
- Corruption
- Labor and Working Conditions
- Resource use and pollution prevention
- Health, safety and security of communities
- Land Acquisition and Involuntary Resettlement
- Conservation of biodiversity and sustainable management of living natural resources
- Indigenous Peoples
- Cultural Heritage



4.2.SYNOPTIC OF THE PROCEEDINGS

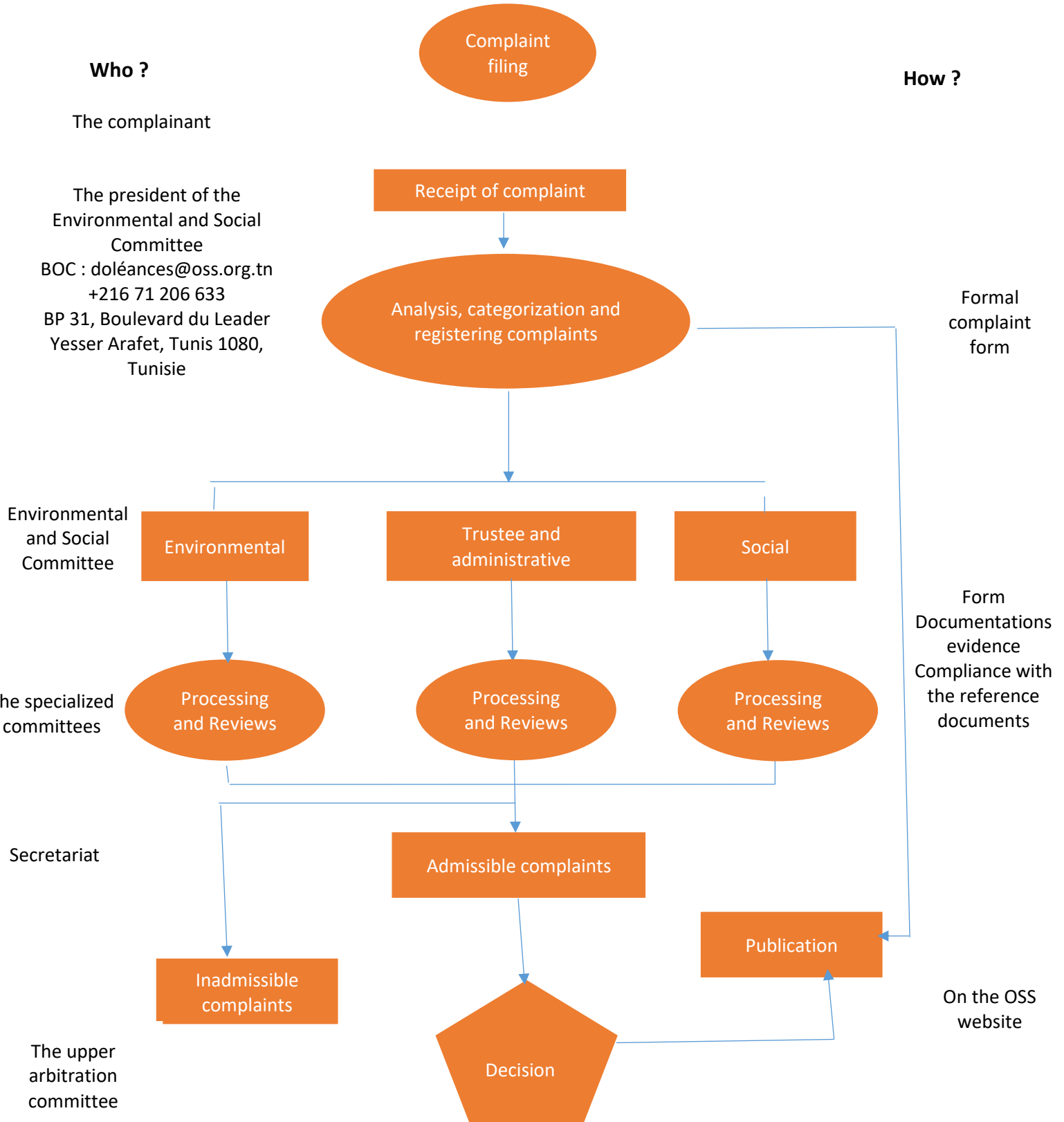
The following diagram illustrates the external complaints communication procedure established by the OSS:

Who ?

The complainant

The president of the Environmental and Social Committee
BOC : doléances@oss.org.tn
+216 71 206 633
BP 31, Boulevard du Leader Yesser Arafet, Tunis 1080, Tunisie

How ?



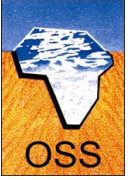


WHAT	HOW	WHO	When
STEP 1 : Complaint filing	<ul style="list-style-type: none"> - Fill out the complaint form and; - E-mail; - Deposit in person.. 	<ul style="list-style-type: none"> - OSS staff - partners - Third parties 	
STEP 2 : Receipt of complaint	<ul style="list-style-type: none"> - Receiving an email - Reception in person PB 31, Boulevard du Leader Yesser Arafet, Tunis 1080, Tunisie - +216 71 206 633 	<ul style="list-style-type: none"> - The president of the Environmental and Social Committee - BOC 	During the day
STEP 3 : Analysis, categorization and registering complaints	<ul style="list-style-type: none"> - Registration - Form - Documentations Evidence - Compliance with the reference documents 	the Environmental and Social Committee	Within 5 working days
STEP 4 : complaint publication	<ul style="list-style-type: none"> - On the OSS website 	Secretariat	After 5 days
STEP 5 : complaint processing/Environment	<ul style="list-style-type: none"> - Project location - Nature of the infringement - Photography, documents or other evidence - Name and address of the complainant - Reasoned opinion 	The specialized committee / Environment	Within 7 working days
complaint processing / Trustee and administrative	<ul style="list-style-type: none"> - The date of issue - The nature of the problem - The name or names of the employees involved - Supporting documents - Name and address of the complainant - Reasoned opinion 	The specialized committee / Trustee and administrative	Within 7 working days
complaint processing / Social	<ul style="list-style-type: none"> - The date of issue - The nature of the problem - The name or names of the employees involved - Supporting documents - Name and address of the complainant - Reasoned opinion 	The specialized committee /social	Within 7 working days
STEP 6 : Registration and Decision Making	<ul style="list-style-type: none"> - Complaint Registration - Analysis of the reasoned opinion the relevant committee - Arbitration on the reasoned opinion the relevant committee - Decision making 	The upper arbitration committee chaired by the Executive Secretary	Within 5 working days
STEP 7 : Publication of the decision	<ul style="list-style-type: none"> - On the OSS website 	Secretariat	Within 17 working days after receipt of the complaint



Annex : Transmission complaint form

Form deposit of complaint (Official Use Only)	
<i>Complainant</i>	
Date	
Name	
First name	
Phone	
E-mail adress	
Details of the complaint (include nature of the infringement)	
Supporting documents	
Expected results	
<i>Reserved for Social and Environmental Committee</i>	
Registration number	
Received by	Date
Nature of the complaint	
Conditions of admissibility	Admissible <input type="checkbox"/> Inadmissible <input type="checkbox"/>
<i>Reserved for the specialized commission</i>	
Reasoned opinion	



NOTES

1. This form is to ensure that the complaint is received formally, key information is provided and action is initiated for investigation.
2. The "Complainant" may not be a person, the request can be initiated by a letter sent to a newspaper, an article or the Internet.
3. The "Details" must include a brief description, and may refer to a letter or document attached more detailed.
4. If the supporting documents are provided, it is important that they are registered to be examined during the investigation and to avoid any subsequent complaint alleging a concealment of pieces, even if it is not intentional.
5. Under the "expected result", the complainant must specify the expected outcome after filing complaints such as: disciplinary action, cancellation decision etc.
6. It is accepted that the ON maintains a register of all complaints received indicating the results of the survey in the "registration number".
7. The person receiving the complaint must sign and date the form.
8. When an investigation request is made, the person's name assigned to the investigation and the date on which he/she receives the complaint are recorded.
9. When the form will be posted on the website, it will include instructions on how to fill it.