



Grievance Procedure

Last updated: 29/ 10/ 2021

HOW TO APPROACH DEALING WITH PROBLEMS REGARDING YOUR ENGAGEMENT WITH MCH

If you encounter a breach of a policy or value set out in this Ways of Working, you may decide to raise a Grievance (an official statement of complaint about something believed to be wrong or unfair). If so, we have a process and procedure below which covers how you can safely communicate your Grievance to MCH and how we will approach investigating and responding to it.

If you have a grievance or complaint to do with another Participant or a Collaborator you are working with, related to your ongoing program with MCH, wherever possible, start by talking it over with them directly and/or speak to an MCH staff member who could support you to evaluate and express your concerns. You may be able to agree on a solution informally between you.

If you cannot agree on a solution, or you feel unable to discuss your grievance directly with the Party concerned or with an MCH staff, then the next step is to contact MCH's Director. MCH's Director is Frances Rudgard, and their contact email address is frances@mekongculturalhub.org.

If you have a concern about an MCH policy or the framework of your program itself, rather than a breach of the ways of working and code and conduct, we will not consider it under our grievance procedure. If you have any comments or complaints around our programs or Ways of Working, you can contact MCH's Director by emailing frances@mekongculturalhub.org or you can share your feedback via the [contact form](#) on our website.



RAISING A FORMAL GRIEVANCE

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing (or another more appropriate recorded format). To give us the best chance of resolving your complaint successfully, we ask you to outline your grievance using the template below. You should stick to the facts and avoid language that is insulting or abusive.

GRIEVANCE SUMMARY

- Your name
- What happened
- When it happened
- Who dealt with you
- What you would like us to do to put things right

You can send this summary to the MCH Director, frances@mekongculturalhub.org

Where your grievance is against the MCH Director and you feel unable to approach them, you should talk to another MCH team member or write to the Executive Director of Living Arts International, MCH's parent organisation. The Executive Director of LAI is Prim Phloeun and their contact email address is phloeun@cambodianlivingarts.org

Please note that Grievances must be raised within 2 months of them occurring, otherwise MCH cannot commit to reasonably investigating and responding to the concerns that have been raised.

MCH will send an acknowledgment email as soon as your Grievance has been received. They will act as quickly as possible, but shall have one month in which to resolve the grievance, unless external circumstances or the gravitas of the grievance requires additional time.

If, after a written (or other more appropriate recorded format) representation has been submitted by the aggrieved party and one month has elapsed, no satisfactory solution has been found, the matter may be resolved by the arbitration of a mutually agreed third party. The findings of this third party shall be final and binding.



Prior to the resolution of, and up to the conclusion of, the grievance process, the details of the grievance shall be treated as confidential by the Director, the aggrieved party and any other staff or Collaborators involved. At any stage, the aggrieved party is entitled to be supported in this process by an external third party, or internal colleague. Once the grievance has been resolved MCH and/or the aggrieved party should review this previous confidentiality. The review should consider why confidentiality might be needed and who would be protected by it.

Please note, MCH can only use our grievance procedure to respond to actions that occur (or fail to occur) within the scope of an MCH program. We are unable to use the grievance procedure to investigate the actions of third parties e.g. collaborators or alumni.