



Euro-Mediterranean Foundation of Support to Human Rights Defenders (EMHRF)

External Complaint Reporting Mechanism

The Euro-Mediterranean Foundation of Support to Human Rights Defenders (EMHRF) is committed to promoting respect for human rights in compliance with its [statutes](#). It further has a zero-tolerance policy on several types of misconduct (including but not limited to discrimination, racism, sexism, homophobia, transphobia, violence, and sexual harassment, exploitation and abuse, corruption, money laundering, financing of terrorism, mismanagement, and nepotism).

The External Complaint Reporting Mechanism aims at giving a voice to victims and witnesses of misconduct by providing them with a tool to report abuse cases or concerns in a safe manner. It has also been established to assist EMHRF in promoting good governance and accountability, creating trust, and identifying possible improvements to the implementation of its activities.

Who can use the Complaint Reporting Mechanism?

Any external parties, including applicants, grantees as well as partners and their representatives, can use the complaint reporting mechanism, anonymously or not, to report a problem or share any concerns related to EMHRF's operations and activities.

How to submit a complaint?

Applicants, grantees, partners, and their representatives or employees can report an issue or concern by writing to the following email address: complaint@emhrf.org, mentioning the nature of the complaint in the subject line.

Emails sent to this address will be automatically received by EMHRF's Programme Director and Finance Director as well as by an ombudsperson appointed by the Board among its members on a rotating basis. If the complaint concerns directly the Programme Director or the Finance Director, the ombudsperson will forward it to EMHRF's full Board. If the complaint concerns directly the ombudsperson, the Programme Director or the Finance Director will forward it to the President of the Board or her/his/their deputy.

How is a complaint processed?

All complaints will be examined, and the following procedure will be followed:

- The complaint will be reviewed by the Programme Director, and in her/his/their absence by the Finance Director. If the complaint concerns the Programme Director or the Finance Director, it will be reviewed by the ombudsperson.
- EMHRF will send an initial response within 10 days.
- If the complainant is satisfied by the initial response, the case will be closed. If the complainant is not satisfied with the initial response, EMHRF will re-examine the case and provide a complementary response to the complaint within 8 weeks.
- If the complainant is dissatisfied with both the initial and complementary responses given to their complaint, he/she/they can ask that the complaint and the responses be reviewed by EMHRF governing Board which will review it at its earliest bi-annual meeting and provide a response that EMHRF will notify to the complainant within 15 days of the Board's examination of the complaint.



EMHRF will seek to satisfactorily respond to all complaints it receives. Nonetheless, it recognises that it may not always be able to meet all requests for support or information in time or to the full satisfaction of the complainant. The [criteria](#) and [procedures](#) for support, approved by the Board, are available online. This mechanism cannot be considered as an appeal mechanism against decisions taken by the Board including decisions on grant applications in the absence of any wrongdoing.

A reference to the External Complaint Reporting Mechanism is also inserted in EMHRF's grant application templates.