



# Complaint Mechanism



Profonanpe addresses in a pertinent and timely manner to complaints from citizens involved in the interventions it carries out, in order to establish necessary and immediate actions that allow harmony to prevail among those involved. Complaints may be addressed to the institution, suppliers, collaborators and consultants linked to the institution.

### What is a complaint?

It is the manifestation of dissatisfaction or non-conformity formulated by a person or entity associated with the action or inaction in the different interventions in which Profonanpe participates.

### Who can file a complaint?

People, men or women from the city or rural areas, peasant or native populations that are affected by any Profonanpe intervention.

# How does Profonanpe's Complaint Mechanism work?

You can submit your complaint to the specialist in charge of the intervention, go to Profonanpe's office or submit it through the virtual mailbox available on Profonanpe's website.

01



02

Profonanpe evaluates the characteristics and support of the complaint, through the Monitoring and Evaluation Division.

Profonanpe, through its different instances, evaluates and coordinates alternatives to resolve the complaint.

03



04

Profonanpe, if applicable, implements measures to resolve the complaint filed.

Profonanpe informs the citizen who made the complaint about the measures adopted.

05



06

The case is closed and resolved.



## What types of complaints exist?

### 1. Disclosure of Information:

When interventions do not implement sufficient and adequate dissemination mechanisms aimed at stakeholders. Examples:

- That the activities to be carried out by the intervention in a given territory have not been disseminated by any means.
- That the information disclosed is not appropriate for the context of the territory, including language.

### 2. Environmental and Social Safeguards:

Related to the management of risks and impacts in an intervention, as well as elements linked to Profonampe's eleven (11) Environmental and Social Policies<sup>1</sup>, which include aspects such as stakeholder participation, gender, indigenous or native peoples, cultural heritage, among others. Examples:

- There are no mechanisms for the participation of indigenous peoples in the different stages of the project.
- That the field teams of a project do not have the appropriate safety clothing to carry out their activities.

<sup>1</sup> See Environmental and Social Policies (2021).

### 3. Administrative

Related to the management, transparency and accountability of administrative and financial issues of an intervention. Examples:

- If the management team refuses to render accountability for an intervention.
- When there are delays or lack of information on the logistical processes of an intervention.

### 4. Integrity

Related to the inadequate attention and relationship with the intervention personnel, the existence of an action or omission in the attention or request made by the actors involved in the intervention, conflicts of interest and other aspects that contravene the institutional principles and the institution's code of ethics.

## How can I submit my complaint to Profonanpe's mechanism?

### 1. Face-to-face:

- In the assemblies, informative sessions, training sessions and/or meetings held by the intervention. To do so, you must request the "Complaint Registration Form" and the professional in charge is responsible for providing it to you for due process. Complaints
- can also be filed at the Profonanpe Office, located at Av. Parque Gonzales Prada N° 396, Magdalena del Mar-Lima, where you will find the physical mailbox.

### 2. Virtual:

- Using the link (<https://profonanpe.org.pe/quejas/>) on Profonanpe's website, where there is a virtual mailbox through which stakeholders can submit their complaints. The following e-mail address is also available: [quejas@profonanpe.org.pe](mailto:quejas@profonanpe.org.pe).

## What areas are involved in the operation of the mechanism?

- **Monitoring and Evaluation Division.** Responsible for the operation of the mechanism through the Social Specialist.
- **Research and Development Office.** Internally responsible for follow-up and monitoring through the Social and Environmental Policy Specialist.
- **Compliance and Integrity Officer.** Independently responsible for the supervision of the mechanism.
- **Communications Office.** Responsible for the strategic positioning and dissemination of the mechanism.



**Profonanpe**



[www.profonanpe.org.pe](http://www.profonanpe.org.pe)