



Afghanistan National Horticulture Development Organization

(ANHDO)

Complaints Response Mechanism

(CRM)

Forward

Afghanistan National Horticulture Development organization (ANHDO) is highly committed to provide high quality services in order to make sure all stakeholders are quite satisfied and happy from the services of this organization. The satisfaction and happiness of our stakeholders are the key to our organizational success and sustainability. We are also transparent and accountable to what we do for our stakeholders.

During the course of our activities, our stakeholders might have some complaints that need to be received and addressed professionally by the organization. Thus, Complaints Response Mechanism (CRM) can play a significant role here in ANHDO.

OUR IDENTITY

Afghanistan National Horticulture Development Organization (ANHDO) is a national non-governmental, non-profit and non-political organization registered with the Ministry of Economy and established in April 2009. The development of ANHDO is part of the European Union (EU) and the Ministry of Agriculture, Irrigation and Livestock (MAIL) long term strategy for the development of horticulture sector in Afghanistan. Since then, ANHDO has developed into an important institution for horticulture development by comparing among other skilled and experienced Afghan professional organizations in the horticulture sector. ANHDO is operating in close coordination with the Ministry of Agriculture, Irrigation and Livestock (MAIL) based on separate Memorandum of Understanding (MoU). Hence, ANHDO is a corner stone of the long-term strategy for the development of the horticulture sector in Afghanistan.

ANHDO has implemented successfully many projects such as **Support to the Development of Agriculture Private Sector: Perennial Horticulture” (HPS), Horticulture Value Chain development Project (HVP), Support to Afghanistan’s Private Sector “Horticulture Development Transition Project, Global Horticulture Assessment; Herat Pistachio Project (IAO), Trainings for DAIL Extension Staff** which were funded by EU, AFD, ILO, Italian cooperation and French Embassy (Pole de Stabilite’) in twenty two provinces of Afghanistan. ANHDO has a five- year strategic plan and is operating under the guidance of board of directors, giving a strategic direction to the organization.

Our vision

A sustainable and profitable horticulture industry for a better life in Afghanistan

Our mission

To enable horticulture stakeholders to improve horticulture industry by providing technical services, upgrading capacities, and promoting public- private coordination.

Core values:

- ***Integrity***
- ***Teamwork***
- ***Responsibility***
- ***Partnership***
- ***Professionalism***
- ***Quality***

Complaints Response Mechanism (CRM)

The complaints Response Mechanism (CRM) enable our stakeholders to safely raise a concern or make a complaint in respect of our work and to be assured that appropriate action will be undertaken.

Complaints

A valid complaint is complaint about actions for which ANHDO is responsible and is both relevant and within the control of ANHDO. ANHDO is accountable for the promises and the commitments it makes- what we do and how we do them.

ANHDO shall respond to complaints regarding:

- ANHDO program decisions such as beneficiary selection criteria and targeting of goods and services.
- Quantity and quality of goods/services provided and delivered by ANHDO to beneficiaries.
- Appropriateness of goods/services provided by ANHDO
- Behavior of ANHDO staff, or anyone associated with our programs – ANHDO has mandatory Business Ethics trainings for all its staff, therefore; all employees are being trained to behave ethically which conducting business on behalf of ANHDO.
- Misuse of ANHDO funds.
- Adequacy/accuracy of information provided by ANHDO to its stakeholders.
- Assessment of M&E staff to make sure that the goods/service are delivered to beneficiaries in a transparent way

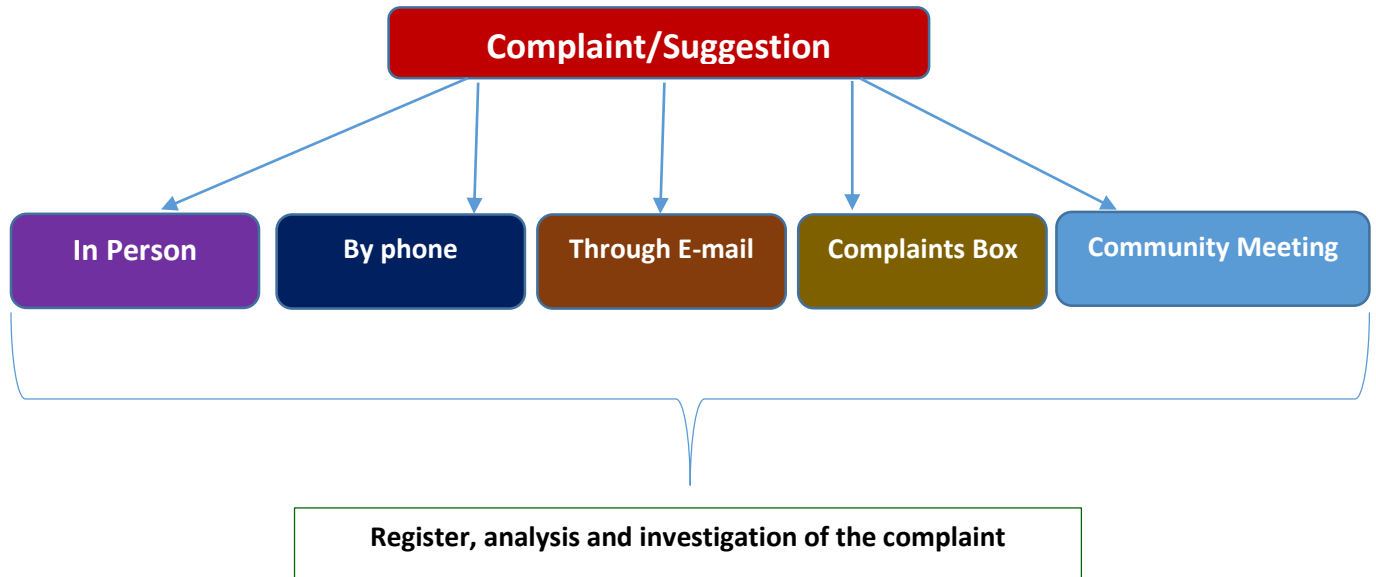
Who can complain?

The following people can make complaints:

- Beneficiaries of the program
- Non-beneficiaries within the area of ANHDO work
- ANHDO staff
- Partner staff
- Government
- Other stakeholders who are affected by ANHDO program activities.

How to make a complaint?

The complaints can be made directly to the compliance department of ANHDO through the following channels:



All complaints received, shall be documented by M&E department responsible person in the **complaints Register** of ANHDO, and investigation must immediately be started. A response shall also be provided to the complainant in a timely manner.

Handling Incoming Complaints

After a complaint is received, it must be recorded in the Complaints Register (see attached the sample). Then, it is going to be submitted to the complaints investigation committee for investigation.

Complaints Investigation Committee

All complaints shall be investigated and addressed by a specific committee, which is composed of the following authorities:

1. Executive Director or his designee, DMD
2. Operations and Compliance Deputy Director

Communication

This document will be communicated to all stakeholders through ANHDO website and program events so that they understand how to make a complaint to ANHDO related to its program activities etc.

ANHDO Contact Details for Receiving Complaints

The complainants can use the following contact details to place their complaints:

Kabul Main Office:

TEL (1): 0729804104

TEL (2): 0794200192

E-mail: Complaints@anhdo.org.af

