
TANZANIA EDUCATION AUTHORITY



TEA COMPLAINTS HANDLING STRATEGIES

Our Commitment to Complaints

TEA is committed to an efficient and fair resolution of complaints by stakeholders. We acknowledge their right to complain and actively solicit feedback from them. It is our policy to promote the highest standard of service to the stakeholders that we serve. We endeavor to ensure that all complaints are resolved in a satisfactory and timely manner.

The right to make a complaint

The right to complain or give feedback is for any person, household, and group of persons, organization, schools, colleges, universities, and donors. They have the right to complain or provide feedback about the acquisition and allocation of funds, grants, activities, and staff, implementing partners and project monitoring and evaluation.

How TEA receives complaints and feedback

Complaints are accepted, verbally, in writing or by telephone.

As a general rule all complaints and grievances are dealt with using the following ellipsis:

- Endeavor to answer each complaints in a positive way
- Listen to what the beneficiary is saying
- Empathize with what they are saying
- Repeat/reinforce our understanding of the situation
- Resolution; offer them a resolution to the situation where appropriate and feasible
- End the call or meeting, in a positive manner
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Receiving Complaints: Verbal

It is the responsibility of all TEA staff to receive complaints/feedback from our stakeholders.

Where possible, it is desirable that complaints are submitted in writing by the complainant.

Should the complainant be unable to do this, the following process can be followed:

1. Our staff member will identify oneself as a TEA staff member, listen, record details and determine what is the complaint or question.
2. Our staff member will explain the TEA confidentiality policy.
3. The complainants will be advised that they have a right to be heard and supply material in support of their complaint if they desire.
4. Our staff will speak with the complainant in a courteous manner.
5. Our Staff will explain the community complaint process and the steps that will be followed once the complaint is submitted.
6. Our staff will not attempt to lay blame or be defensive; he or she will seek first to understand.

7. If possible, our staff will resolve the complaint immediately or commit to a timeframe for investigating the complaint further. In these circumstances, our staff will not promise things we cannot deliver or create false expectations.
8. Our staff will introduce and explain the community complaints handling form and fill it out with the complainant.
9. Our staff will check whether the complainant is satisfied with the proposed action, and if not, consider an alternate course of action.
10. Upon completion of the conversation with the complainant, the staff will complete a file note for the complainant to sign.
11. Our staff will complete the complaints admittance form, will retain a copy and return the original immediately to the Information, Communications, and Education Manager (IECM. The IECM keeps the original documentation on file.
12. Our staff will advise the complainant that the complaint will be forwarded to the Stakeholder representative who will be admonished to contact them within 7 days.
13. Our staff will confirm the details received with the complainant.
14. Our staff will provide details of the stakeholder representative and the IECM for their future reference and thank the complainant for their time.

Receiving Complaints: Written

The written complaint should clearly state:

- The exact dissatisfaction or problem
- Contact details of the complainant, however if there are protection concerns these details may not need to be provided.
- Date of the alleged incident
- Details of the issue or problem clearly identifying the one alleged.

Complaint forms will be available in the English and Swahili languages and will be accessible to the host community and beneficiaries.

Written complaints will be:

- Sent to the Information, Communication, and Education Manager
- Displayed to TEA staff
- Left in the community complaints boxes

All written community complaints will be given to the Information, Communications, and Education Manager for recording and processing.

Receiving Complaints: Telephone

1. Our TEA staff shall identify oneself as a staff member, listen, record details and determine what the complaint or question is.
2. Our TEA staff shall state the confidentiality policy
3. The complainant will be advised that they have a right to be heard and supply material in support of their complaint if they desire.
4. Our staff will complete the complaints registry form and confirm the details received with the complainant.
5. Our staff shall advise the complainant that the complaint will be forwarded to the stakeholder representative who will be admonished to contact them within 7 days.
6. Our staff will provide details of the stakeholder representative and the TEA Information, Education and Communications Manager for their future reference.