



Station Jerusalem Complaints Mechanism

Introduction

Station J is committed to ensuring a transparent and responsive process for addressing complaints. Our mechanism upholds the values of accountability, inclusivity, and respect, supporting our mission to foster innovation and entrepreneurship. This system provides a secure and effective platform for stakeholders to express concerns and ensures continuous improvement in our services and programs.

Definition and Scope of Complaints

A **complaint** is any expression of dissatisfaction regarding the implementation of Station J's services, programs, or initiatives. This mechanism addresses:

1. **Operational Complaints:** Related to the quality, accessibility, or execution of programs, activities, and services.
2. **Sensitive Complaints:** Related to ethical violations, breaches of conduct by staff, allegations of harassment, discrimination, corruption, or fraud.
3. **External Complaints:** Issues involving third-party collaborators, service providers, or facility users.

Exclusions: Internal employee grievances, such as those concerning salaries or workplace conditions, will be handled as per the internal HR guidelines.

Objectives

- Ensure a safe, respectful space for stakeholders to raise concerns.
 - Protect complainants' rights to confidentiality and fair treatment.
 - Enhance the quality of Station J's programs and services by addressing legitimate concerns promptly.
 - Foster a culture of accountability, equity, and transparency.
-

How to Submit a Complaint

1. **Email:** Send an email to **info@stationj.ps** with a detailed description of your complaint.
 2. **Online Form:** Fill out the complaint submission form on Station J's official website.
 3. **Phone Call:** Contact us at **02-6461741** and request to speak with the Complaints Officer.
 4. **In-Person Submission:** Visit Station J's offices in Sheikh Jarrah and discuss your concerns with the designated staff.
-

Processing and Resolving Complaints

1. **Acknowledgment:** A confirmation email or message will be sent within 3 business days to acknowledge receipt of the complaint.
 2. **Review and Categorization:**
 - Operational complaints are forwarded to the relevant department.
 - Sensitive complaints are escalated to a special Complaints Review Committee comprising senior management members.
 3. **Investigation:**
 - Details will be verified through meetings, document reviews, or interviews as required.
 - Sensitive issues will be handled with utmost confidentiality.
 4. **Resolution:**
 - For operational complaints: A resolution will be communicated within 14 business days.
 - For sensitive complaints: A detailed investigation may extend this timeline. The complainant will be updated periodically.
-

Guidelines for Staff

When receiving a complaint, staff must:

- Listen attentively and document the complaint accurately.
- Confirm details with the complainant to ensure accuracy.
- Maintain a neutral and non-defensive demeanor.

Staff must avoid:

- Making assumptions or promises.
 - Escalating tension through dismissive or argumentative behavior.
-

Escalation and Appeals

- If the complainant is dissatisfied with the resolution, they may escalate the issue to a special Appeal Committee formed from Station J's Board of Advisors.
 - Appeals must be submitted within 14 days of receiving the resolution.
-

Confidentiality and Documentation

All complaints will be documented and securely stored for five years. Only authorized personnel will have access to sensitive complaints to ensure confidentiality.

Reporting and Continuous Improvement

- An annual report summarizing the number and types of complaints received and resolved will be published while ensuring anonymity.
- Feedback from stakeholders will inform improvements to the complaints mechanism, which will be reviewed annually.