

## Terms of Reference

### Grievance Resolution Manager

<b>Designation/Title</b>	Grievance Resolution Manager
<b>Direct Reporting</b>	Director of Finance, Compliance and Operations
<b>Reporting Area</b>	All matters relating to external complaints received by WFA
<b>Direct Reports</b>	None
<b>Location</b>	Works virtually

### Overview of Organisation

Women's Fund Asia (WFA) is a regional women's fund, committed to supporting women, girls, trans, and intersex people-led interventions, to enhance and strengthen their access to human rights. WFA provides sustainable and flexible funding and resources to support the leadership of women, girls, trans, and intersex activists and groups who work at local, national, and regional levels for human rights. The Fund started in 2004 as the South Asia Women's Fund (SAWF), operating in Bangladesh, India, Nepal, Pakistan, and Sri Lanka. In 2016, the organisation undertook an intense process of review and consultations, and it was relaunched as Women's Fund Asia on 8 March 2018.

### Summary of the Role

The Grievance Resolution Manager is responsible for receiving, registering, assessing and ensuring the resolution of all complaints and concerns received by Women's Fund Asia from its grantee partners and other external stakeholders. The role ensures that the Fund's complaints mechanisms are effective, transparent, and in line with WFA's values and policies.

## Responsibilities

### 1. Complaint Handling and Resolution:

- Act as the primary point of contact for external stakeholders wishing to raise a complaint or grievance.
- Investigate complaints thoroughly and impartially, gathering relevant information from all parties involved.
- Work to resolve complaints in a timely manner, mediating where necessary, and providing fair and balanced solutions.
- Work closely with other teams (e.g., HR, compliance, and communications) to ensure complaints are managed appropriately.
- Support management and leadership teams in addressing complex or sensitive complaints.
- Work closely with statutory agencies to ensure appropriate action is taken as needed.
- Follow up with complainants to ensure that they are satisfied with the resolution

### 2. Policy and Procedure Development:

- Co-develop and promote WFA's complaints process.
- Review and contribute to the development of the WFA's complaints and grievance handling and related policies.
- Ensure compliance with relevant laws and best practices in handling complaints.
- Update and maintain the complaints procedure, ensuring it is accessible and clear to all stakeholders.

### 3. Reporting and Analysis:

- Monitor compliance with relevant legislation and best practices across WFA and its grantee organisations
- Prepare reports on complaint trends and resolutions for senior management and the board.
- Identify recurring complaints or systemic issues and propose strategies to address them.

- Maintain confidential records of complaints and resolutions, ensuring data protection and privacy policies are followed.

#### 4. Stakeholder Communication:

- Provide clear, accurate information to stakeholders about the complaints process.
- Offer training and guidance to staff, volunteers, and other stakeholders on how to effectively handle complaints and concerns, including but not limited to safeguarding concerns.
- Foster a culture of transparency, accountability, and respect within the organisation by promoting the complaints mechanism.

#### 5. Safeguarding Compliance

- Safeguarding Policy Implementation: Develop, review, and implement safeguarding processes and procedures to ensure the protection of individuals at risk across WFA and its grantee partners
- Work closely with the grants team to ensure that the grantee partners are in compliance with WFA's safeguarding measures and other risk mitigation strategies.
- Risk Assessment: Conduct regular safeguarding risk assessments and audits, ensuring all staff and volunteers adhere to safeguarding protocols.

#### 6. Organisational Processes

- Ensure the Executive Director and Senior Management Team are aware of any risks that need attention in the immediate/medium term, oversee the compliance register and suggest improvements
- Manage and support consultants and interns as needed, providing regular feedback on performance relative to WFA's overall outcomes.
- Contribute to the planning of day-to-day activities related to safeguarding compliance
- Participate in staff meetings and cross-functional work-teams as required.
- Contribute to the overall financial management of responsible projects and adhere to financial policies and procedures.
- Other duties as assigned.

## Knowledge & Skills Required

- Master's/Bachelor's Degree in social work, education, psychology, law, or a related field, or equivalent experience.
- A minimum of three years of experience in complaint management or conflict resolution within a non-profit environment
- Experience with legal, ethical, and compliance issues related to complaint handling.
- Knowledge of current trends and challenges in safeguarding, safeguarding legislation, Corruption and fraud management, SEAH policies and other best practices.
- Strong communication skills, both written and verbal.
- Ability to handle sensitive and confidential information with discretion.
- Ability to remain calm and professional in difficult situations.
- An understanding of and commitment to WFA's mission; experience working for women's rights, trans and intersex human rights organisations in the region is an asset.
- Ability to communicate well in English and one other regional language; fluency in more than one regional language is an asset.
- Excellent project management skills with attention to detail and ability to multitask, manage competing priorities, and meet deadlines
- Ability to work independently and be self-motivated
- Ability to work with mutual respect with different nationalities and communities in an international and multicultural environment
- Able to travel locally and regionally.