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**Carry out**

**Investigation**

Committee should have HR representative; Staff Council Representative and Third Neutral member

Note: All staff members, Partners, stakeholder are encouraged to use the specified website [www.care.ethicspoint.com](http://www.care.ethicspoint.com) if they feel that their complaint not solved through Care Egypt channels to communicate their concerns, complaints, or report instances of losses or fraudulent acts, discrimination or harassment in CARE’s premises.

**Complainant given option to appeal**

**Respond to complaint to explain outcome**

**Respond to complainant explaining course of Action**

**No case to answer**

**Case to Answer**

**Resolving the complaint**

**Each complaint will be investigated**

**Acknowledge Of Complaint**

**Third Step**

**Country Director**

**Via Email :** [egycompliant@care.org](mailto:egycompliant@care.org) **or through Complaint box**

In case of having any sort of conflict of interest or the problem is still not resolved- or to report any other kind of violation

In case of having any sort of conflict of interest or the problem is still not resolved In case of having any sort of conflict of interest or the problem is still not resolved

**Second Step**

**Supervisor of the Direct Manager and HR Manager**

“If the problem is not resolved after discussion with the supervisor”

“If the problem is not resolved after discussion with the supervisor”

**First Step**

**Direct Manager**

**Employee’s Complaint**

**Flow Diagram for handling complaints at CARE- Egypt**

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If the complainant continues to be dissatisfied with the outcomes after all avenues have been explored to resolve the complaint; a letter will be sent to the complainant explaining the steps/actions that have been taken; outlining any changes that have been put in places as a result of the complaint and bring the matter to a close