

DOCUMENTATION CENTER OF CAMBODIA PUBLIC INPUT REPORTING & OVERSIGHT INTERNAL REGULATION

VERSION 2.0
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This regulation represents general guidelines and procedures for receiving, reviewing, responding to, and reporting input received from the public on the Public Input Form, including anonymous input. Any comments, questions, complaints, or other information received from the public outside of DC-Cam's Public Input Form will not be subject to this Regulation.

1. DC-Cam invites input from the public to improve its services and support. Public input can cover any type of input, such as but not limited to:
 - i. Questions about DC-Cam's ability to provide reasonable accommodations to people with mental or physical disabilities;
 - ii. Positive comments about a particular DC-Cam staff member;
 - iii. Recommendations for improving services and support; and
 - iv. Complaints about any aspect of DC-Cam's operations.
2. DC-Cam staff will receive Public Input Forms either electronically through the listed Points of Contact or at any Public Input Box posted at a DC-Cam facility. DC-Cam staff will check the Public Input Box for submissions on a daily basis.
3. DC-Cam staff are required to review all Public Input Forms in accordance with the procedures set forth in this Regulation.
4. When appropriate, DC-Cam staff may take whatever actions are within their area of responsibility to resolve or address a complaint provided the action requires little or no cost. If the matter is not within their area of responsibility, or if the matter requires Executive Management awareness and/or approval, DC-Cam staff may refer the matter to Executive Management for decision. All matters referred to Executive Management must include a summary of any information related to the matter.

5. DC-Cam staff and Executive Management may decide to take no action or response in any matter. They may also implement only partial or alternative actions as deemed appropriate.
6. DC-Cam staff are reminded that receiving a complaint does not necessarily indicate a systemic problem or the need to take corrective action. DC-Cam staff are encouraged to think very carefully before taking any action or making any recommendations for actions.
7. Staff are encouraged to consider the following factors when reviewing a complaint:
 - i. What is the exact issue that the complaint raises?
 - ii. Is this an issue that has occurred before? If so, how often?
 - iii. Would a response to the complainant be appropriate in resolving the complaint (with no action)?
 - iv. What are all the possible actions that may resolve the complaint?
 - v. Would any of these actions adequately resolve the complaint?
 - vi. What is the cost in time or resources to implement an action?
 - vii. Is the cost in time or other resources feasible and appropriate?
 - viii. What is the public interest in this complaint?
8. Any action that requires new or additional funds must be pre-approved by DC-Cam Executive Management.
9. If an individual consents, DC-Cam staff may request additional information or communicate further with the person who submitted the Public Intake Form. Any additional information that is received must be included with the Form (or added as additional pages to the original Form).
10. ALL PUBLIC INPUT FORMS and DC-CAM STAFF REVIEW OF SUCH FORMS will be filed by the respective Point of Contact pursuant to DC-Cam's reporting requirements.

**PUBLIC INPUT
DC-CAM INTERNAL REGULATION
REPORTING REQUIREMENTS**

1. DC-Cam staff are required to complete the section titled “For PIR Internal Use Only” on every Public Input Form they receive.
2. Points of Contact are responsible for forwarding a completed copy of the Public Input Form to DC-Cam Executive Management as part of the Quarterly Reporting Requirements.
3. DC-Cam staff are prohibited from changing, editing, or otherwise tampering with or destroying any Public Input Forms. DC-Cam staff should translate all Public Input Forms as part of their quarterly report to DC-Cam Executive Management.
4. If any Point of Contact receives a Public Input Form alleging a matter of significant concern, then he/she must notify DC-Cam Executive Management within 1-2 business days for their awareness. Matters of significant concern include, but are not limited to:
 - a. Allegations of discrimination or harassment on the basis of:

...Race, color, religion, sex (including pregnancy, sexual orientation, gender identity, or transgender status), national origin, age, physical or mental disability, marital or parental status, political affiliation, or other affiliations.
 - b. Complaints related to the denial of reasonable accommodations of persons with disabilities (mental or physical disability).
5. Quarterly Reporting Requirement to USAID:
 - a. With limited exception, DC-Cam will include a synopsis of all input received during a quarter within its Quarterly Report to USAID, as well as any actions taken to correct or respond to the matter.

- b. The Quarterly Report will encompass all negative and positive feedback, as well as any questions received on its Public Input Form.
- c. Depending on the circumstances, DC-Cam may not always respond or take action to public input. DC-Cam can receive input that is anonymous and DC-Cam may act on anonymous input as appropriate.