

# ITF ENHANCING HUMAN SECURITY – DO NO HARM POLICY

## PURPOSE

Humanitarian actions require thorough analysis of the risks associated with on-going and/or planned interventions, strategically defining if and how humanitarian actors should engage in specific contexts.

In humanitarian actions, it is of crucial importance how to best respond to the humanitarian imperative without compromising commitments to humanitarian principles, human rights-based approaches and the do no harm principle.

ITF do no harm (DNH) principle is to be applied at all stages of the project lifecycle, starting from needs assessment and covering design, inception, implementation as well as monitoring and evaluation phase.

## APPLICATION

In order to analyze and evaluate potential risks, which might be associated with planned interventions, ITF must:

1. Recognize the context in which ITF operates, including possible conflicts, political environment and its dynamics and social norms adhered to by communities;
2. Comprehend the interaction between ITF intervention and the project context; and
3. Constantly endeavor to identify and avoid negative results and maximize positive impacts of ITF intervention.

In the implementation of the DNH policy ITF is expected to:

- Continuously reflect and assess how its interventions may cause unintended negative effects and take immediate steps to mitigate these;
- Involve communities in every stage of the program implementation by enabling them to participate in decision making process through specific activities;
- Implement accountability and complaints mechanisms throughout project and organizational structures, allowing feedback from beneficiaries and stakeholders (*ref. to ITF's complaints mechanism*).

Do no harm (DNH) concerns may be raised through:

- ITF quarterly or other regular project reports;
- ITF periodic Monitoring visits;

- Evaluation or research reports;
- Other ad hoc communication with the fund recipient;
- ITF Complaints mechanism.

## HOW TO EVALUATE

If a fund recipient becomes aware of a possible DNH incident, they must immediately alert the ITF through its complaints mechanism. The ITF will then evaluate the situation and based on assessment outcome of the incident a notification to the investigation committee will be passed on. Upon evaluation the committee will notify senior management (Head of Risk Management) directly and as soon as they get aware of incident.

Incidents arising that involve Fund Recipient personnel or have the potential to generate significant publicity or reputational impact on the program will also be referred urgently to the ITF Senior Management Team (SMT) for a swift review and appropriate action.

ITF Senior Management Team will review the reported incidents and decide whether further information is required or whether to adopt actions, which are to be applied and decide more investigation, is requires or can the reported incident be terminated.

## HOW TO MAKE A COMPLAINT

All formal complaints addressing issues or incidents should be made in writing either directly from the individual or organization making the complaint or via someone acting on their behalf.

A complaint is sent to the e-mail address: [complaint@itf.si](mailto:complaint@itf.si). These e-mail box addresses are only accessible by three employees from the HQ Unit in Ljubljana. An investigation committee will be set up and investigation will be undertaken based on each particular complaint.

All complaints referring to involved parties will be handled with confidentiality and due respect. Anonymous complaints shall not be taken into account.

All instances of dissatisfaction or criticism shall be reported through the ITF complaint mechanism, correspondingly in the cases where investigation has taken place regionally. Those cases, where personal security is being at risk, shall be reported through the complaint mechanism as well.

Receiving feedback and responding to complaints is an important part of improving ITF's accountability. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

Complaints addressing the following topics:

- general inquiry about ITF's work
- request for information
- contractual dispute
- request to amend records

will not be considered as a formal complaint against ITF.