



## **AFRICAN CENTRE FOR TREATMENT AND REHABILITATION OF TORTURE VICTIMS**

### **TERMS OF REFERENCE**

#### **CONSULTANCY FOR ESTABLISHMENT OF A COMPLAINT AND FEEDBACK RESPONSE MECHANISM FOR ACTV STAFF, CLIENTS AND EXTERNAL PARTNERS**

##### **1. Background**

The African Centre for Treatment and Rehabilitation of Torture Victims (ACTV) is a Non-Governmental Organisation established in 1993 that advocates against torture and provides holistic treatment and rehabilitation to survivors of torture, SGBV and other forms of violence in Uganda and the Great Lakes Region. ACTV currently has no clear mechanism in place of complaints response and handling. However, research has shown that workplaces will always generate complaints from its clients, internally from staff or externally from other partners. Failure to respond to these complaints in a timely and comprehensive manner may result into; un-satisfaction of clients, destroy the image of the organisation and conflicts<sup>1</sup>.

It is based on this background that ACTV with the support of DIGNITY would like to develop a Complaints Feedback and Response Mechanism (CFRM) for its staff, clients and external partners. This will provide a platform for all ACTV stakeholders (Staff, Clients and external partners) to openly and safely raise complaints and feedback to ACTV, and enable ACTV to promptly and systematically respond to them.

##### **2. Objective of the Assignment**

To develop a Complaints and Feedback Response Mechanism for staff, clients and external partners that will streamline the process of raising and responding to complaints and feedback within ACTV in a safe and accountable manner.

##### **3. Scope of work**

The consultant will lead the development and establishment of ACTV CFRM that extends from the head office to all field offices, communities and other operational areas. The mechanisms will have a specific focus on ACTV staff, clients and partners, and clearly gives a systematic way of raising complaints and feedback, and how responses are made. Specifically the consultants will;

- a) Review the existing ACTV documents and literature on CFRM
- b) Carryout interviews with relevant stakeholders.
- c) Develop and establish a tailored CFRM for ACTV to support its operation and relations with her stakeholders (Staff, clients and partners) including a policy and guidelines.
- d) Present the developed CFRM to ACTV management for feedback.
- e) Induct ACTV staff on the developed mechanism including policy and guidelines.

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<sup>1</sup> <https://www.scielo.br/j/ram/a/Np6Dzm9XfDz4rdQtGVbW5Wf/?format=pdf>

#### **4. Methodology**

After an initial document review and engagement with ACTV the Consultant will develop a work plan to guide the assignment. The use of participatory processes to facilitate critical reflection by ACTV staff is expected. As such, the Consultant will be expected to provide for active and meaningful engagement of ACTV staff members, Board members, clients and other relevant stakeholders.

#### **5. Consultant's Deliverable**

- a) An inception report with a detailed process plan on how the assignment will be implemented.
- b) ACTV tailored CFRM policy, guidelines and flowchart
- c) A final ACTV CFRM developed and Established
- d) An induction workshop for ACTV staff on the CFRM
- e) Recommendations and action steps for ACTV post consultancy

#### **6. Duration of the assignment**

The consultant is expected to complete the assignment within 2 month after being contracted. The task is not considered a full-time assignment.

#### **7. Consultant Qualifications**

- At least 5 (Five) years of experience in development work especially in Non-Governmental Organisation setting.
- Significant technical field experience working on CFRM interventions.
- Demonstrated experience in developing and establishing CFRM for Organisations.
- Demonstrated excellent written and oral communication skills and the ability to clearly and accurately convey information.
- Ability to work collaboratively with multiple stakeholders

#### **8. Application Process**

Interested candidates should send their proposal both technical and financial with at least 2 references to the Chief Executive Officer – ACTV on email [ceo@actvuganda.org](mailto:ceo@actvuganda.org) and [actv@actvuganda.org](mailto:actv@actvuganda.org) by 15<sup>th</sup> September, 2023.

**Provisional Budget: UShs. 3,000,000 – 5,000,000**