on each complaintat the occurrence of either the lapse of one month or complaint resolution, whichever occurs first.

Is there a reward to the complainant?

Complaints received will be rewarded in accordance with the provisions of the Whistleblowers protection Act 2010. However, if a complainant is not monetarily rewarded, there is an automatic societal gain that accrues to the citizens whenever a wrong taking toll of tax payers' money is corrected.

How will the complaintsbe responded to?

All complaints received will be investigated and feedback provided to the respective complainants.

All complaints received shall be documented, tracked, investigated and findings aggregated into periodic reports for sharing with ATAAS project stakeholders.

By end of every first week of the month, information regarding complaints received and handled in the previous month will be posted at the following locations:

(a) Notice board of each Sub-County affected

(b) Notice board of each District affected

(c) Notice boards and websites of NARO,NAADS and MAAIF

How will the public enforce good governance?

We urge the public to be vigilant in monitoring the activities of the project and actions of the Implementors and give feedback through the established complaint channeling avenues.

Each participating Sub-Country and District shall be required to operationalize and keep the notice boards dedicated for ATAAS activities up todate.

The information will be posted monthly and will include list of budget releases, beneficiaries, complaints received and resolved.

To whom may you complain?

You will be able to channel complaints to the following persons/offices. You are required to lodge the complaint at office where the complaint is arising from and give a copy of such complaint to the next office in the hierarchy as shown in the complaint flow diagram. You may complain to the following offices depending on point of occurrence of the complaint:

(a) The Chairperson of the Social Accountability Committee at Parish or Sub County level with a copy to the Sub County Chief (also known as Senior Assistant Secretary)-*List of contact addresses shall at all times be displayed on all Sub-county Offices.*

(b) The Chairperson of District Farmers' forum, the Resident District Commissioner (RDC), District NAADS Coordinator (DNC), District Production Officer (DPO) and Chief Administrative Officer (CAO). *A List of contact addresses shall at all times be displayed at all Districts Headquarters and NAADS/NARO Offices in those Districts.*

(c) The Director General- NARO P.O BOX 295 Entebbe, email: *dg@naro.org* | Telephone +256-414-320-512

Toll free line 0800-230-100 OR

The Executive Director-NAADS P.O BOX 25235 Kampala, email *ed@naads.or.ug* | Telephone+256-414-345-060

Toll free line0800-230-100

For either of these correspondences copy the complaint to the Permanent Secretary MAAIF, P.O.BOX 34518 Kampala, email *ps@agriculture.go.ug* | Telephone 0414-531-411

(d) The Permanent Secretary-MAAIF with a copy to Office of the Prime Minister | P.O.BOX 34518 Kampala, email *ps@agriculture.go.ug* | Telephone 0414-531-411 and copy to The Permanent Secretary, Office of the Prime Minister P.O Box 3341 Kampala email*ps@opm.go.ug* telephone 0414-254-252

Dr. Emily K. Twinamasiko
Director General-NARO

Dr. Samuel Mugasi
Executive Director-NAADS

NAADS

MAAIF

NARO

COMPLAINTS HANDLING SYSTEM UNDER THE AGRICULTURAL TECHNOLOGY AND AGRIBUSINESS ADVISORY SERVICES PROJECT (ATAAS)

Foreword from the Hon. Minister,

Government holds Agriculture as a centerpiece in its efforts to ensure prosperity for all. As a matter of priority, Government aspires to find and implement programmes that can uplift the lives of the majority Ugandans who live in rural areas and derive a livelihood from farming.

Recently, Government designed a new project called Agricultural Technology and Agribusiness Advisory Services (ATAAS). ATAAS is a project under the Ministry of Agriculture, Animal Industries and Fisheries. Implemented by NAADS and NARO as Government Agencies mandated to offer Research and Advisory services respectively.

In the past, Government programmes in Agriculture have been implemented albeit with several challenges among which, corruption and misuse of public funds have been the most pronounced. Whereas Government is committed to stamping out corruption in its service delivery channels, it cannot do it alone. The efforts to fight corruption need to be augmented by the public demanding for accountability and performance from the technocrats.

To promote public involvement in fostering good governance, the Government of Ugandais pursuing a Governance and Anti-Corruption (GAC) strategy in ATAAS Project 1. Through this strategy all the stakeholders expect to achieve high on transparency, accountability and public involvement in the management of public funds.

The establishment of a ***complaint handling system*** is one of the important ways in which we can seek and receive public involvement in the management of affairs of ATAAS project 1. The complaints handling system will offer an opportunity to the public to critique and give feedback that is much desired in the delivery of a pro-people service.

We trust that our stakeholders will use the Complaint Handling System put in place to demand for transparent and equitable Research and Advisory services under ATAAS.

Hon. Tress Bucyanayandi
Minister of Agriculture, Animal Industry and Fisheries.

Introduction:

ATAAS is a five year project funded by the Government of Uganda and Development Partners. The overall goal of the project is to increase agricultural productivity and subsequently, the incomes of Ugandans.

The operation of the project within existing government structures is key to the success of this project. The Ministry of Agriculture, Animal Industries and Fisheries and the Implementing Institutions of NAADS and NARO have put in place systems to monitor utilization of project funds and will continuously appraise their adequacy. One of such systemsthat the Ministry and the ATAAS implementing Institutions have jointly put forward is ***Complaints Handling System.***

What is Complaint Handling System in ATAAS?

It is a mechanism established within ATAAS Implementing Institutions to receive and act on the complaints raised on any aspect relating to the implementation of the project activities at all levels. The Complaint handling system is aguide to the public on how and where to submit complaints. The system also helps to ensure that the complaints received are promptly addressed and feedback given.

What is a complaint in ATAAS?

A complaint is an expression of dissatisfaction or resentment of a situation occurring at any point in time along the service delivery line of ATAAS project.

Who may complain?

Any person or group of persons, a farmer or group of farmers, individual or Organization, local or national leaders, service providers, researchers, research Institutions, clients or general public is entitled to complain.

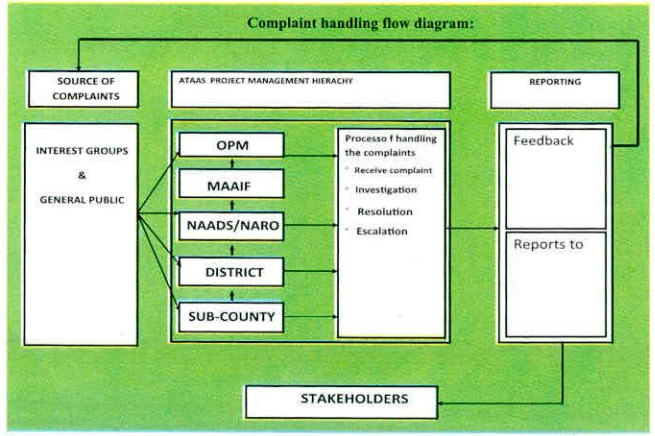
Complaints' procedure

When registering a complaint, please do so with the Office that has jurisdiction of the complaint raised and give a copy of that complaint to next office in the hierarchy. It is the duty of the Officer whose office has received the complaint to:

(a) Investigate and resolve the complaint. Resolving the complaint shall include taking corrective action where applicable, and giving status report or feedback to both the complainant and office where the complaint was copied to.

(b) In the event that the Office that received the complaint is unable to resolve the matter, the complaint shall be escalated to the next level in the hierarchy.

(c) Similarly, the complainant can opt to escalate the complaint to the next level if he or she feels that the complaint has not been adequately resolved.



Note; You are encouraged to register a complaint at level of incidence with a copy to next level in the hierarchy.

Management's commitment

With the policy guidance of the Ministry of Agriculture, Animal Industry and Fisheries, the management of NAADS and NARO is committed to upholding the principles of good governance and ensuring that there is zero tolerance for corruption. We value your feedback in making us deliver the Agricultural Research and Advisory Services you deserve. Make the use of this *Complaint Handling System* and together we shall score on transparency and accountability.

Does one have to be personally aggrieved to complain?

No. The complainant need not be personally aggrieved or impacted upon but may act merely in accordance with a sense of civic duty.

What may you complain about?

One may complain about the manner the project activities are conducted or any act, omission or commission that is suspected or believed to be wrong, either by law or on the grounds of unacceptable behavior.

Whom may you complain about?

You may complain about an act, behavior, commission or commission of staff, Consultants, service provides, partners, sub-contractors or any other person deemed to be in associated with NAADS/NAROprograms and activities.

In what form may a complaint be made?

We will receive your complaint in either of the following modes:

(a) written(email or ordinary mail)

(b) Telephone call

(c) physical appearance

However for purposes of follow up and accountability, we will be delighted to receive your complaint either in person and or written form.

We guarantee confidentiality during the process of receipt, investigating and taking action on the complaints received.

Will you be victimized for originating a complaint?

No. You are protected under the whistleblowers protection Act 2010.

How long will it take for a compliant to be resolved?

Different complaints have different time frames for resolving. What we however guarantee is that we will provide an update