

FINCA PERU GRIEVANCE MECHANISM

FINCA Peru provides an email address that allows an employee to contact a designated HR representative directly. Messages sent to this email address are kept confidential and only shared with others if the sending employee agrees. The provider informs all employees that the email address should be used in the case of grievances, in addition to informal channels such as speaking directly with supervisors. An accompanying HR policy describes how the provider will not tolerate retaliation (e.g., disrespectful comments, punitive work assignment, or denial of reasonable requests for leave or training) against an employee who submits a complaint. The policy also describes how the provider will seek to resolve the problem, such as using an Ethics Committee to determine a fair resolution. Finally, the provider follows up with a small sample of employees who have used the grievance mechanism to inquire whether they were satisfied with the process.

