

# DO NO HARM POLICY



**Approved by: Executive Committee**

**Date:04/03/2023 and effect from 05/03/2023**

**Prova Society**

House#109, Road#5,  
Kabi Sukanto Sarak, Jhenaidah-7300.

E-mail :[provasociety@gmail.com](mailto:provasociety@gmail.com)

Website :[www.provasociety.org](http://www.provasociety.org)

facebook:[www.facebook.com/provasociety](http://www.facebook.com/provasociety).

---

# DO NO HARM Policy of Prova Society

## 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 be respond to the humanitarian imperative without compromising commitments to humanitarian principles, human rights-based approaches and the do no harm principle.

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

## APPLICATION

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

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

In the implementation of the DNH policy Prova Society is expected to:

- Continuously reflect and asses 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 through out project and organizational structures, allowing feedback from beneficiaries and stakeholders

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

- Prova Society quarterly or other regular project reports;
- Prova Society periodic Monitoring visits;
- Evaluation or research reports;
- Other adhoc communication with the fund recipient;
- Prova Society Complaints mechanism.

## HOW TO EVALUATE

If a fund recipient becomes aware of a possible DNH incident, they must immediately alert the Prova Society through its complaints mechanism. The Prova Society 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 Prova Society Senior Management Team (SMT) for as wift review and appropriate action.

Prova Society Senior Management Team will review the reported incident and decide whether further information is required or whether to adopt actions, which are to be applied and decidem or reinvestigation, is requires or can the reported incident be terminated.

## **HOW TO MAKE ACOMPLAINT**

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: [provasociety@gmail.com](mailto:provasociety@gmail.com). These e-mail box addresses are only accessible by three employees from the Prova Society head office. An investigation committee will be setup and investigation will be undertaken based on each particular complaint.

All complaints referring to involved parties will be handled with confidentiality and due respect.

All anonymous complaints shall not be taken into account. All instances of dissatisfaction or criticism shall be reported through the Prova Society complaint mechanism, correspondingly in the cases where investigation has taken place regionally. Thos cases, where personal security is being at risk, shall be reported through the complaint mechanism as well.

Receiving feedback and responding complaints is an important part of improving part of Prova society'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 Prova Society's work
- Request for information
- Contractual dispute
- request to amend records will not be considered as a formal complaint against Prova Society.