

Complaint Investigation and Resolution Training in 2009

The National Support Group (NSG) of NAWG offered the 3 regional training on Complaint Investigation and Resolution Training, with total 78 participants who were 42 PSOs, 26 PSG and 10 PAWG members. The training were aimed at disseminating the Decision issued by NCDD regarding to the promulgation of complaints investigation and resolution of Provincial/Municipal Accountability Working Group as well as build capacity and skills for the identified participants on how to conduct the investigation for complaints within the mandate.

The first training was held at Kampong Thom provinces with participants from 8 provinces, which held from 18 -20 November 2009. The picture showed the role play by volunteer participant regarding to the session on how to open the accountability box, in which it is required at least three representatives from DFT, CS administration and people.



The second training was held at Kampong Chhnang province from 23- 25 November 2009 with 32 participants from 8 provinces. This picture showed the group exercise on how to analyze the information resulted from collecting evidence including documents, interview, site visit and technical expert consulting. The training emphasizes the

conclusion on whether facts in the complaints is true or not true is completely rely on the analysis of evidences.

The third training was held at Kampong Chhnang province from 26- 28 November 2009 with 30 participants from 8 provinces, This exercise built the skills of participants on how to conduct effectively interview with the witness. It is an interesting chance where investigation team was able to learn about the interview technique in informing the interviewee about purpose, taking note as well as asking follow up questions.

