

1. The COAST Trust is an NGO (non-governmental organization). Since 1996, it has been working to improve the living conditions of the coastal poor, particularly women and children. There are mainly three types of works; a. Development activities (micro-credit, income-generating skills development, education, health, human rights, etc.), b. Advocacy (campaign at national and international level to protect coastal people from suffering, river erosion, and climate-related damages), c. Humanitarian activities: (Food, sanitation, and health assistance for the disaster-affected people, Rohingya people, etc.).
2. The COAST's Board of Trustees, the organization's highest governing body, is made up of 6 representatives of program participants and 15 other distinguished persons who meet regularly to assess the organization's success and propose future directions.
3. The organization is registered with the NGO Affairs Bureau and Microcredit Regulatory Authority of the Government of Bangladesh. COAST's finances are audited by an independent audit company every year. The COAST website (www.coastbd.net) contains practically all of the relevant information, such as the organization's policy, audit report, and program progress.
4. COAST is currently working in 11 coastal districts; Bhola, Cox's Bazar, Chottogram, Noakhali, Feni, Laxmipur, Patuakhali, Jhalokathi, and Barisal. The organization has about 1500 employees, 98 offices, and 5 training centers. The Principal Office along with 8 other offices are located in the organization's own place. Through microcredit and other projects, COAST is working directly with about 1.2 million families. The annual budget of COAST is about Tk 617.92 crore. The organization has 3 jeeps, 2 mechanized boats, and 3 vehicles for transportation during the disaster.
5. COAST is currently implementing various activities with the partnership of the Bangladesh government, UNICEF, WFP, PKSF, MJF, IFAD, WorldFish, USAID, IOM, TEARFUND, UNHCR, IFAD, etc.
6. COAST is a member of various national and international alliances and networks, such as UNFCC, SDG Forum, Asian Democracy Alliance, CANSA, RTI Forum, EWG. It has a special consultative status with the UN ECOSOC.
7. COAST has been certified twice in a row by HAP, a Geneva-based organization, for good management practices at all levels of the organization as well as accountability to its members and program participants. This certificate is given after numerous indicators of management quality and accountability have been verified. It is the recognition of an organization's accountability practices as well as good work.
8. Regarding good governance and accountability, COAST is now trying to maintain the 9 Core Humanitarian Standards (CHS). These are working with members and beneficiaries, providing timely assistance based on their feedback on their needs, enhancing staff skills and ensuring safety, and practicing good management. For planning, implementing, and evaluating any project, the organization takes the opinion of all concerned and ensures their participation. For this, it has received a certificate from HQAI in 2016, which is valid till 2022.
9. Anyone can express any form of opinion or criticism about the organization's excellent and poor points, employee behavior, policies, strategy, and so on. COAST has a complaint management policy. In addition, each member passbook contains the phone number of the organization's Executive Director. COAST accepts all feedback and concerns, especially those from members, and promptly answers to them. The COAST Information Officer is available to provide information to anyone who requests it.

10. COAST has set up a financial aid or Endowment fund called "Assistance in Preventing Violence." Where a portion surplus of the progressive microfinance program is spent on victims of rape and acid terrorism and marginalized people.

11. Mobile phone numbers and email addresses of COAST Complaint Management and Chief Information Officer and the Executive Director:

Complaint and Chief Information Officer	Mustafa Kamal Akand, Director -Admin and SR Mobile: +8801711 455591, e-mail: kamal@coastbd.net
Complaint Receiving Officer (for female)	Ferdous Ara Rume, Deputy Director-GT and CR Mobile: +8801713 328810, e-mail: rume@coastbd.net
Executive Director	Rezaul Karim Chowdhury Mobile: +8801711529792, e-mail: reza@coastbd.net

Address for making complaints and receiving information by post:

Metro Melody, House No-13 (1st Floor), Road No-02, Shyamoli, Dhaka-1207.

Phone: +88 02 58150082, 58152821, 58152790, 58152555, 48113744



Rezaul Karim Chowdhury
Executive Director
COAST Trust



Begum Shamsun Nahar
Chairperson
Board of Trustee
COAST Trust