

CORDAID COMPLAINTS PROCEDURE

Introduction

Cordaid is a transparent organisation, providing a high-quality service to its partners, implementing organisations, consultants, other clients, and stakeholders. Cordaid is aware that we shall not always succeed in this to everyone's satisfaction. To learn from our mistakes and continue to improve our performance, we are asking you to inform us of any complaints you may have about the services provided or any suggestions for improvement.

This procedure describes in detail how complaints can be made and handled. This procedure is valid Cordaid wide, thus, should be read and adhered to by anyone in Cordaid, who may receive a complaint or is involved in handling complaints.

What is a complaint?

A complaint is an expression of dissatisfaction about the standards or services, actions, or lack thereof by Cordaid, its staff, volunteers, or anybody directly involved in the delivery of our work. A complaint should be about an action for which Cordaid is responsible or is within its sphere of influence.

Anyone who witnesses any type of misconduct or experiences any form of undesirable behaviour from a person who represents Cordaid can confidentially report this. Due to the sensitive nature and level of confidentiality, it will be received and handled directly by the Cordaid Integrity Officer. You can find information below on how to file an integrity complaint.

Cordaid aims to respond to all qualified complainants received, although this may not be feasible in the event of many complaints. If that occurs, Cordaid will post a statement acknowledging the complaint and the steps taken to address it.

Complaints handling procedure

Cordaid accepts complaints submitted within 6 months after the relevant incident. Cordaid may respond to an older complaint, although the passage of time may make it harder to resolve a complaint satisfactorily. Make sure that your letter or e-mail clearly states that it is a complaint for it to be treated as such.

1. Receiving and recording

There are several ways to file a complaint with Cordaid.

- Submit a complaint via the contact form on Cordaid website: [Contact - Cordaid](#).
- Submit a complaint via e-mail, letter, or a phone call. You can find the contact details on our website. Please include the subject and a detailed description, including:
 - Full name, address and contact details of the applicant;
 - Address your complaint to info@cordaid.nl or info@cordaid.org. Our Service desk will make sure that your complaint is properly handled or forwarded to the relevant department for further investigation;
 - Date of the incident that took place;
 - Description: conduct, statement, and/or action to be taken referring to the complaint;
 - If applicable: a specific person and/or event to which the complaint is addressed.
- It is also possible to submit a complaint via Cordaid's official social media platforms. Cordaid is active on various social media channels. We use LinkedIn, Twitter, Facebook, and Instagram. You can find the details on our website.
- Any concern in relation to Cordaid's Code of Conduct and the policies on Safeguarding, Fraud, Conflict of Interest, Anti-Terrorism and Anti-Money Laundering can be reported via: [EthicsPoint - Stichting Cordaid](#).

Please note that all complaints are confidential. Personal information about the applicant will be treated and registered confidentially and carefully. Your data will not be used for purposes other than handling your complaint. Personal information is not provided to third parties.

2. Acting

- We will handle your complaint in accordance with our Cordaid Complaints and Objections Procedure;
- The Service Desk receives your complaint, confirms its receipt, and registers it. Depending on the nature of the complaint, Service desk either handles it or forwards to the responsible employee for further handling;
- If you wish, we will keep you informed of any measures taken in response to your complaint.

3. Resolving the complaint

Within 2 working days after submission, you will receive a written acknowledgment of receipt of the complaint. Your complaint will be evaluated and resolved, if justified, within 4 weeks after submission.

If the complaint cannot be dealt with within this period, the applicant will receive information about further processing (duration, course, contact person, etc.). Extension of the complaint's term can take place once with a maximum of 3 weeks.

4. Dealing with unresolved complaints

If you are not satisfied with the proposed solution, you can escalate the complaint to the Manager of the Unit concerned (with copy to our Senior Manager Compliance & QMS) with the possibility to escalate further to the next supervisor if still not satisfied. An objection has a handling period of 6 weeks.

You retain the right to (also) submit your complaint to another body, such as the Central Bureau for Fundraising.

Relevant documents and links

To promote wider access, the complaints procedure shall be maintained on the Cordaid website.

- Contact page: [Contact us - Cordaid International](#)
- Data Protection Policy: [Strategies and policies - Cordaid International](#)
- Integrity policy: [Cordaid-Integrity-Policy-Procedure-Framework.pdf](#)