

CORDAID COMPLAINTS PROCEDURE

Cordaid is a transparent organisation that provides high-quality services to its partners, implementing organisations, consultants, other clients, and stakeholders. Cordaid is aware that it shall not always succeed to everyone's satisfaction. To learn from this and continue improving our performance, we ask that you inform us of any complaints or suggestions for improvement regarding the services provided.

This procedure details how complaints can be submitted and handled. This procedure is valid Cordaid-wide and should be read and adhered to by anyone at 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.

Cordaid has a zero-tolerance policy regarding sexual exploitation, harassment, abuse, and other inappropriate behaviour. Anyone who witnesses misconduct or experiences undesirable behaviour by a person representing Cordaid can report it confidentially. Due to their sensitive nature, the reports are treated as a priority, kept in confidence, and protected by Cordaid's Integrity Officer. Below is information on how to file an integrity complaint.

Cordaid aims to respond to all qualified complaints, although this may not be feasible if many are received. If that occurs, Cordaid will publish 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 your letter or e-mail clearly states that it is a complaint so it can be treated as such.

1. Receiving and recording

Cordaid strives to ensure that its Complaints Procedure is accessible. Where necessary, we offer support by phone, in writing, or via alternative formats. There are several ways to file a complaint with Cordaid:

- Submit a complaint via the contact form on the 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 ensure 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.

We ask that you not share any sensitive or confidential information on social media. For substantive inquiries, please use the secure contact channels available on our website, as mentioned above. Any concerns regarding 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 with care and confidentiality. Cordaid processes personal data solely for the purpose of handling complaints in accordance with Cordaid's Privacy Statement, which can be found at: [Privacy Statement](#).

2. Taking Action

- We will handle your complaint in accordance with our Complaints Procedure.
- The service desk receives your complaint, confirms its receipt and registers it. Depending on the nature of the Complaint, the service desk either handles it or forwards it 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 acknowledgement of receipt of the complaint. The processing period begins with the date Cordaid received the complaint.

Cordaid will assess your complaint and, if justified, aim to resolve it within 4 weeks of receipt. A complaint is considered resolved once Cordaid has investigated it, provided a substantive response, and, where appropriate, indicated what action or follow-up steps will be taken.

If the complaint cannot be resolved within this timeframe, Cordaid will inform the applicant in writing before the deadline expires, stating the reason for the extension, the expected timeframe, and the contact person. The timeframe may be extended by up to 3 weeks.

4. Dealing with unresolved complaints

If you are not satisfied with the proposed solution, you can submit an objection to the Manager of the concerned Unit (with a copy to Cordaid's Senior Manager Compliance & QMS). You may escalate further to the next supervisor if still not satisfied. An objection has a 6-week handling period.

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 available 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](#)