



Cordaid's Complaints Procedure

Cordaid aims to be a transparent organization, providing a high-quality service to its partners, implementing organizations, consultants, other clients and stakeholders, and a safe working environment to its employees. However, we from Cordaid are aware that we may not always succeed in this to everyone's satisfaction. To learn from our mistakes and continue to improve our performance, we would ask you to advise and inform us of any complaints you may have about our work or any suggestions for improving our work.

A complaint is an expression of dissatisfaction about our standards of service, actions or lack of action by Cordaid or its staff, volunteers or anybody directly involved in the delivery of our work. Your criticism expects a reply to change things. Complaints could include concerns from someone we work with about the quality of programme delivery, concerns from a member of the public or constituent about a fundraising approach or campaign, concerns about the behavior of staff, volunteers or contractors. A complaint should be about an action for which Cordaid is responsible or is within its sphere of influence. Cordaid's anti-corruption policy, undesirable behavior policy and code of conduct include the underlying principles of Cordaid's complaint procedure. These policies can be consulted through the Cordaid website

For your complaints and suggestions, please use the contact- or complaints form on the Cordaid website (<https://www.cordaid.org/nl/contact/>) for easy use. Feel free to write us otherwise (letter or email) with your suggestion for improvement or your complaint.

Your Email should be send to info@cordaid.org;

Your letter should be sent to Cordaid, Lutherse Burgwal 10, 2215 CB, The Hague, The Netherlands.

Please include the subject of the complaint and a detailed description in the complaints form, your letter or e-mail, such as:

- Name and address of complaintive,
- Description of complaint: conduct, statement and/or action that refer to the complaint,
- Site/dates on which conduct, statement and/or action referred to took place.
- Person/event complained against.

For all your complaints and suggestions, our Complaints Coordinator will see to it that your complaint or suggestion is properly handled by sending it to the appropriate expert. All complaints will be treated in confidence. Within two weeks you will receive a written acknowledgement of receipt and a proposed solution which adequately addresses the complain. Or, you will receive response which explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response; and informs you that you may refer the handling of the complaint to another organisation or Cordaid contact if you are dissatisfied with the delay

In order to promote wider access, the complaints procedure shall be maintained on the Cordaid website. Cordaid will endeavor to respond to all complainants, but this may not be feasible in all cases.