

# WECF Stakeholder Satisfaction and Complaints Procedure



1. This stakeholder satisfaction policy is based on the 'code of governance' for charity organisations in The Netherlands ('CBF code for good governance, 2015). This code states that "the organisation has a procedure that enables stakeholders to share their ideas, remarks, wishes and complaints and to get in dialogue with the organisation if the stakeholder is of the opinion that he/she is not heard sufficiently. The organisation ensures that stakeholders are aware of, and have access to, this procedure."
2. The purpose of the policy is to ensure satisfaction among those that are involved or affected in one way or the other by WECF's actions. The policy helps WECF to become aware of any inconveniences felt and to enable WECF to deal with the complaints.
3. WECF's stakeholders include:
  - a. Partner organisations
  - b. Donor agencies with whom WECF has, or wishes to have, a funding relationship
  - c. Other natural or legal persons that deliver services to WECF
  - d. Any other party with whom WECF is maintaining or aiming a working relationship (e.g. joint ventures, coalition partners)
4. WECF does not maintain direct working relationships with final beneficiaries. Their satisfaction is therefore beyond the scope of this policy and only indirectly sensed through WECF's partners that offer services directly to the final beneficiaries.
5. All WECF staff members have the responsibility to ensure that partners are informed about the existence and purpose of WECF's stakeholder satisfaction policy.
6. All WECF staff members have the responsibility to identify inconveniences in any working relationship that they maintain. Complaints are summarized in a report that give a reflection of both the WECF staff member as well as the view of the stakeholder and shall be shared with the stakeholder. The WECF staff member assesses whether any inconvenience aired by the partner is a real complaint about WECF.
7. In case the partner confirms that there is a complaint that must be addressed, the WECF staff member reports the complaint to the Board of Directors and advises how to deal with the complaint.
8. The Board of Directors decides on the action needed.
9. The responsible manager informs the respective stakeholder when the action is fulfilled.

10. Complaints are registered in the Incident Register, which is discussed at least annually with the Board of Trustees, and annually at strategic meetings with staff and monthly at meetings of the Board of Directors.
11. Complaints about a responsible manager are dealt and acted upon by the Executive Director.
12. Complaints about the Executive Director are dealt and acted upon by the Board of Trustees.
13. In case the stake holder has an urgent or serious complaint, the complaint will be sent directly to the Executive Director or, in case it concerns the Director, the Board of Trustees.
14. WECF aims to act upon complaints as quick as possible. All complaints are, in principle, treated as confidential.
15. There is no procedure for lodging an appeal other than resubmit the same complaint.
16. No rights can be derived from this internal policy.