

Complaints procedure of Wilde Ganzen for partners in developing countries

Preface

Wilde Ganzen aims to be a transparent organization and a reliable partner for its supporters and Private Initiatives in the Netherlands, as well as for project partners overseas (the Project Owners). This includes a thorough examination of complaints, including those from partners overseas. Therefore, Wilde Ganzen applies the following complaints procedure, which is identical to the procedure applied for complaints arising in the Netherlands.

Definitions

A **complaint** is any written expression of displeasure or dissatisfaction against Wilde Ganzen, filed by a complainant who feels that Wilde Ganzen has harmed his or her interests.

A **complainant** can be any person or organization, or their legal representatives, as well as anybody making use of the services or products of Wilde Ganzen, who puts forward a complaint.

Principles

The complaints procedure of Wilde Ganzen assumes that relations will discuss any problem they may experience in their contact with Wilde Ganzen with their contact person first. If this does not lead to a satisfactory solution, s/he can put forward a written complaint. In the case of serious personal misbehavior of an employee of Wilde Ganzen while visiting a low or middle income country¹, relations can contact a confidential advisor from Wilde Ganzen, instead of discussing the issue with their contact person first. In both situations, from that moment on the complaints procedure will apply.

The fact that Wilde Ganzen has an internal complaints procedure does not mean that the complainant cannot, at any moment in the process, take her/his case to the Dutch courts.

Dealing with complaints and objections takes place under the responsibility of the director and has been recorded in ISO-procedure 780 Dealing with Complaints.

Each year the Board of Trustees receives an overview of the total number of complaints, their nature and the way in which the organization has dealt with them. Thus the director makes himself accountable for the policy hitherto implemented in dealing with complaints in general and, when there is a reason, in individual cases as well. Furthermore mention is made of measures taken or procedures adapted as a result of the complaints received.

The actual complaints procedure

Complaints are put in writing and directed to the director of Wilde Ganzen or one of the team managers/coordinators and are dealt with by the director or the team manager/coordinator. The complainant receives the opportunity to provide a verbal clarification, if s/he so wishes.

¹ Serious personal misbehavior can be manifold, but includes any form of discrimination, fraud or corruption, unsolicited intimacies and sexual abuse – including paid sex.

If the director receives a complaint s/he can delegate the settlement to team managers/ coordinators. If a team manager/coordinator receives a complaint s/he informs the director.

If the complainant does not agree with the head of department's/coordinators decision, s/he may appeal to the director.

If the complainant does not agree with the director's decision, the complainant can approach an independent three-headed complaints committee, presided by an independent lawyer and two members, at least one of which is an expert in development cooperation. This standing committee is appointed by the Wilde Ganzen Board of Trustees. The complaints committee hears the complainant and Wilde Ganzen, forms an independent opinion about the complaint and gives its judgment to the director, who takes the final decision. Normally, the director follows the advice of this committee; a decision to depart from its advice has to be well-founded and shall be reported to the Board of Trustees.

Details

1. All complaints have to be presented to the director in writing, within two months (with the exception of serious reasons) after the occurrence or decision to which they relate. Complaints can be sent by e-mail to info@wildeganzen.nl or by letter to The Director, Wilde Ganzen, Heuvellaan 36, 1217 JN Hilversum, The Netherlands, stating Personal on the envelope. Confidentiality is guaranteed. Only messages with full name and address of complainants will be dealt with. The receipt of the complaint will be acknowledged within 5 working days.
2. If the complaint relates to one of the departments, the head of department/ coordinator will in principle deal with the complaint. S/he assesses the course of events, speaks with all parties concerned, including the complainant and the staff member involved, and takes a decision.
3. All complaints not relating to one of the departments, or which concern the head of department/coordinator him/herself, are dealt with by the director. S/he assesses the course of events, speaks with all parties concerned, including the complainant and the staff member involved. The director takes a decision.
4. Complaints about the director will be dealt with by the Board of Trustees. The Board assesses the course of events, may speak with all parties concerned and takes a decision.
5. Within six weeks, the decision taken by the head of department/coordinator, the director or the Board of Trustees is communicated in writing to the complainant. If it is not possible to deal with the complaint within six weeks, the complainant receives a message, indicating when a decision about the complaint will have been taken.
6. If the complainant does not agree with the head of department's/coordinator's decision, s/he may appeal to the director within four weeks from the date of the decision. The director will deal with the complaint in second instance and takes a decision within six weeks. The decision is communicated to the complainant.
7. If the complainant disagrees with the director's decision, or – if the complaint was about the director – the Board of Trustees, within four weeks s/he can repeat the complaint to the independent complaints committee. This committee makes an independent assessment and gives it judgment at the latest four weeks after receiving the complaint. The director or the Board of Trustees subsequently takes a final decision, but can only depart from the advice of the complaints committee for well-founded reasons. The judgment of the complaints committee and the final decision of the director/Board of Trustees are communicated to the complainant within two weeks after the judgment of the complaints committee.

Registration

All complaints are being registered in a complaints registration system in the director's office, including details on how they have been dealt with.