

# Complaints Regulation War Child Holland

## Preface

Thanks to donors, suppliers, cooperative partners and other relations, War Child can do its work. We find it important to maintain good contact with them and that they are satisfied. We would like to have insight into their wishes and expectations. We'd love to hear if there are complaints or comments about what we do, so that we can learn from it and do things better or differently. A complaint makes it possible to act so that errors can be prevented in the future. Because complaints are important, a complaints regulation is important.

## Article 1. Definition

By a *complaint* we mean an expression of dissatisfaction with the act, or the default of War Child, which requires an adequate response from War Child.

## Article 2. Principles

We have a number of principles for our complaints procedure. If you want to express your discontent with the work of the organization or the conduct of an employee, then the barrier must be low for you. Our employees are expected to flag and pick up your discontent: they should recognize your dissatisfaction as a complaint. They must carefully handle the message that you want to give. Your complaint will be treated confidentially. Finally, we find it important that there is speed in how we deal with your discontent, that we also carefully check whether and what we need to improve, and that we give you feedback.

## Article 3. Scope of this regulation

This complaints regulation is intended for external relations of War Child. The regulation is not intended for:

- Own employees, trainees and volunteers. There is separate policy for them;
- Participants in the activities of War Child in the program countries, and for those who are involved in those activities in one way or another. There is also a separate policy for them. We are working on procedures that will vary from country to country. In this way, we also keep an eye on their satisfaction with what we do; - cases of criminal activity (which must be reported to the police);
- Cases of breach of integrity (fraud, corruption, conflict of interest, or sharing of information that belongs to the organization). War Child has a separate integrity policy for this.

## Article 4. Submit a complaint

4.1 Complaints can be submitted to War Child in the following ways:

- a) In writing, addressed to: Stichting War Child Holland, to Complaints Coordinator, Helmholtzstraat 61-G, 1098 LE Amsterdam, the Netherlands;
- b) By e-mail to: [complaints@warchild.nl](mailto:complaints@warchild.nl);
- c) Via our website (<https://www.warchild.nl/contact>). Select the subject 'complaint' in the contact form;
- d) By telephone by calling + 31-(0)20-4227777;
- e) Verbally to one of the employees.

4.2 State your name, address and telephone number (and preferably also e-mail address) and provide as clear a description as possible of the complaint.

4.3 A complaint lacking this information cannot be processed.

#### **Article 5. Receipt and registration of the complaint**

5.1 If you make use of the options a), b) or c) in Article 4.1, the complaint will go directly to the complaints coordinator.

5.2 With options d) and e) in Article 4.1, the complaint is received by another employee who reports the complaint to the complaints coordinator, even if this employee has handled the complaint directly to your satisfaction.

5.3 You will receive a confirmation of receipt of the complaint within two working days, or the notification that the complaint cannot be processed because the information is incomplete.

5.4 The complaints coordinator ensures proper registration of the complaint and its handling in the War Child complaint registration system.

5.5 If you have contacted us via the contact form on [www.warchild.nl](http://www.warchild.nl), your contact form will be deleted after 1 month. If we have to keep your personal data in order to execute a specific request or to handle a complaint that has been submitted by you, we will keep your personal data for as long as necessary to fulfill your request or to process your complaint plus 1 month, after which these will be removed.

5.6 The registration and the file are kept anonymized for 5 years for learning purposes, unless the petitioner requests that they be destroyed.

#### **Article 6. Handling of the complaint**

6.1 The complaints coordinator sends the complaint, in principle, to the responsible staff member. If the two of you cannot find a solution, the complaint will be dealt with via the management line (escalation).

6.2 The complaint will be answered as soon as possible, but no later than within 5 working days. If this is not feasible, you will be informed about this by the staff member handling the complaint.

6.3 The staff member handling the complaint will always inform you on the measures that will be taken as a result of the complaint.

6.4 You can contact the complaints coordinator at any time during the procedure.

6.5 If you are not satisfied with the handling of the complaint, you can appeal by making this known in writing to the complaints coordinator. The complaint will then be handled by the complaints committee.

6.6 If the complaint concerns a member of the complaints committee, this member will temporarily be replaced.

#### **Article 7. Termination of the complaint**

7.1 A complaint submitted ends when: a) War Child has processed the complaint as stated in Article 6. b) After mediation and / or after consultation with you, it appears that there is no need for further treatment c) you withdraw the complaint.

7.2 You always reserve the right to turn to another appropriate (external) authority, such as the CBF (Central Bureau for Fundraising), the civil court, the administrative court or the criminal court. In some cases the complaints committee, after consultation between the complaints coordinator and the submitter, determines whether and for which parts the complaint is also further processed by the complaints committee.

7.3 War Child informs you of the termination of a complaint, in principle by email and if this is not possible, by post.

#### **Article 8. Other provisions**

8.1 War Child processes your personal data in the context of this complaints regulation in line with its privacy statement. The privacy statement can be found at <https://www.warchild.nl/privacystatement>.

8.2 The handling of a complaint by War Child can never constitute a recognition of War Child's liability.

8.3 In all cases not provided for by these complaints regulations, the general director of War Child will decide.

This complaints procedure was approved by the Management Team on 13 September 2018.