

# **COMPLAINTS POLICY**

## **1. INTRODUCTION**

To ensure continuous improvement of Civil Rights Defenders work it is essential to have a channel open to the public or anyone with a relation to the organisation. Civil Rights Defenders are interested in learning about stakeholder's opinions about the organisation whether it is a complaint or a compliment.

## **2. DEFINITION**

There may be occasions when Civil Rights Defenders does not meet the expectations of a stakeholder. Should this occur anyone impacted should have the opportunity to complain.

The benefit for Civil Rights Defenders in receiving complaints is to improve the quality of the organisation's work.

For suspected illegal activities within the organisation, the valid document is the Whistleblower Policy.

## **3. RESPONSE MECHANISM**

The Communications Department is responsible for the internal execution of Civil Rights Defenders' Complaints Mechanism. If there is a complaint, the Communications Department shall share the complaint with the respective department and the Anti-Corruption Working Group.

Questions and complaints via telephone or direct contact will be answered, to the best of Civil Rights Defenders' ability, with immediate effect.

Questions and complaints that are received in writing, for example by letter or e-mail, are answered as soon as possible.

Contact details to Civil Rights Defenders are available on the organisation's website.