

CILC suggestions & complaints procedure

CILC aims to be a transparent organization, providing a high-quality service to its beneficiaries, partners, implementing organizations, (national) experts, consultants, other clients and stakeholders. To ensure that CILC as an organisation provides the highest standards of performance and quality of work, we seek to improve ourselves and create a comfortable and safe work environment for its staff and experts. We seek to learn from any input, suggestions or complaints there may be resulting from our work or that you have had, in relation to our work.

QUALITY OF SERVICE

The quality of service that we supply is something that we continuously seek to improve. If you have a suggestion or complaint, we ask you not to hesitate to contact us. A suggestion can pertain to our work, our relations both with our staff in The Netherlands as well as abroad. A complaint is an expression of dissatisfaction about our work, actions (or lack thereof) as well as criticism on our staff or anybody working on behalf of CILC. If you would like to notify us anonymously due to the sensitive nature of the complaint, please send a letter to our supervisory committee in a closed envelop clearly marking “for the CILC supervisory committee – strictly confidential”.

HOW TO FILE A SUGGESTION OR COMPLAINT

There are two ways in which you can propose a suggestion or file a complaint:

1. Send an email to office@cilc.nl
2. Send a letter to our office; CILC, Spui 1, 2511 BL, The Hague, The Netherlands

We ask you to please include the following so that we can handle your suggestion or complaint as thoroughly as possible:

- Name and address of the addressor/complaintive
- Description of the suggestion or complaint. The manner which you would like to see, and/or the event, statement, conduct or action that you are referring to
- Date, time and location of the event which you are referring to or action that took place
- The person, event or project that you are referring to

For all the suggestions and complaints that we receive, we will see to it that they are properly handled. All complaints will be treated in confidence. CILC will seek to respond to all complaints, however this may not be feasible at all times and in all cases. Please be assured that if you include your name/contact details, you will receive a confirmation that your suggestion or complaint has been received.