

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 three 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
3. If you want to make a suggestion or complaint related to, inter alia, undesirable behavior, such as verbal aggression, bullying or (sexual) intimidation please contact our external trusted person (*vertrouwenspersoon*) Mrs. Carin van Oostwaard on her mobile number: +31619668579.

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.

PROCESSING OF A SUGGESTION OR COMPLAINT

This suggestions and complaints procedure provides staff and contractors with the possibility to report suggestions and complaints. It lists the actions available to follow up on a suggestion or solve a certain complaint in a confidential and satisfactory manner, without fear of prejudice or reprimand. To this end, the following steps have been identified:

Action taken by CILC board

- Any CILC employee or contractor can report a suggestion or complaint, confidentially and without fear of reprimand;
 - Any CILC employee or contractor can report via the above mentioned ways, which results in the report being taken up in first instance by the CILC board;
 - CILC must ensure that the report and related materials are stored and shared in such a way that they are only accessible (physically and digitally) to the people involved in handling the case;
 - Everyone involved in the case must not reveal the identity of the reporter without the latter's permission and they must keep the information about the case confidential;
 - The CILC board will start an internal mediation process to solve the complaint in a confidential and satisfactory manner.
- Should the complaint be solved to the reporter's satisfaction, the process ends here.
- Should the complaint not be solved to the reporter's satisfaction, the reporter can appeal to the CILC Supervisory Committee.

Action taken by CILC Supervisory Committee

- If the suggestion or complaint is sent anonymously to the CILC Supervisory Committee, the first step of the procedure, considering action taken by CILC board, is bypassed;
 - The CILC Supervisory Committee will engage in mediation between the reporter and the CILC board.
 - In case the CILC Supervisory Committee does not think it can solve the complaint in a satisfactory manner, it can decide to engage an external mediator or an independent committee to solve the matter at hand.
- Should the complaint be solved to the reporter's satisfaction, the process ends here.
- Should the complaint not be solved to the reporter's satisfaction, the internal procedure is exhausted and the reporter can submit a report to an external authority of their choice.