

## World Vision process for welcoming and responding to external complaints

- World Vision communicates the right to complain, what they can complain about, and how<sup>1</sup>
- Complaint collected through various channels (both World Vision and external channels)<sup>1</sup>
- Referral within World Vision (triaging misconduct allegations & programmatic suggestions)<sup>2</sup>

Programmatic suggestions are referred to project level

- Complaint acted on at appropriate level and in line with relevant policy <sup>2,3</sup>
- Closing the loop through communicating outcome to complainant<sup>1</sup>

# The complainant chooses the channel

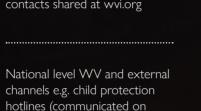
they can access and are most comfortable with



Global whistle-blower 'Integrity and Protection Hotline'

Other global channels: safeguarding & info e-mail contacts shared at wvi.org

Office websites)





Community-level feedback and complaints mechanisms (multiple mechanisms to cater for different groups, designed in consultation with communities to ensure they are contextually appropriate)<sup>1</sup>

#### **Global Centre**

Integrity and Protection Hotline cases overseen by senior level committees

Cases entered into Integrated Incident Management (IIM) system & managed by the relevant functional teams Misconduct allegations investigated, acted on according to timelines (referred as needed)

#### **National Office**

Some Support Offices have complaints policies, focused on fundraising practices. They refer misconduct allegations into IIM

Feedback and complaints trends influence strategy & programme design

### **Project / Response Office**

Offices will have their own complaints process flow

Relevant programmatic suggestions enable programme adaptation

Closing the loop on misconduct allegations entails individual communication with the complainant. Outcomes of programmatic suggestions are either communicated individually, or if the concern is common to many community members, this can be included in the wider communications and informational provision that World Vision conducts.