World Vision process for welcoming and responding to external complaints

1. World Vision communicates the right to complain, what they can complain about, and how.

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

2. Complaint collected through various channels (both World Vision and external channels).


4. Complaint acted on at appropriate level and in line with relevant policy.

5. Closing the loop through communicating outcome to complainant.

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

National Office
- Some Support Offices have complaints policies, focused on fundraising practices. They refer misconduct allegations into IIM
- Misconduct allegations investigated, acted on according to timelines (referred as needed)
- 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

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

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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.