



May 2020

FEEDBACK RESPONSE POLICY

Having a well-designed and responsive mechanism for handling external feedback (including suggestions, complaints, or positive feedback) will improve the quality of our work, enhance trust and confidence of stakeholders, identify areas of work which need strengthening, and ensure that CIVICUS learns from feedback provided through such a process.

CIVICUS therefore actively welcomes feedback and Board members, members and staff will react constructively to complaints from the people it works with, including other members, supporters, donors, partners, the general public, official bodies and other constituents or stakeholders. This Feedback Response Policy links to our commitment to and compliance with [Accountable Now](#), and aims to ensure feedback, transparency and learning that strengthens our accountability and functioning as an organisation.

This policy applies to all of the CIVICUS Secretariat, and all CIVICUS staff and consultants. Feedback on Board members is also possible via this policy and will be investigated in the measure of the remit of CIVICUS bylaws and policies, as well as the [Membership Policy](#) and [Code of Conduct](#). This policy does not apply to members' activities or behaviour but only to the *verification* of members conducted by CIVICUS. CIVICUS members are also encouraged to consider the development of a formal feedback or complaints mechanism wherever appropriate and feasible in their own organisations or movements. Contact us if you would need support.

What is a complaint, in the context of this Feedback Response Process?

In the context of this policy, a complaint is an external grievance against CIVICUS, and more specifically against one of its employees, associated consultants or partners, or its programmes, actions or messages where the organisation has allegedly failed to meet a commitment. That commitment might be related to our mission and values, our activities, our use of resources, professional and respectful staff conduct/behaviour, or a legal requirement. A complaint can also be filed against a CIVICUS member in light of the commitment to accountability we have as an *alliance*, including the Board of Directors. In these cases, this policy needs to be read along with the termination procedures as part of our [Membership Policy](#) (see section on *termination*).

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Principles & Procedure

- All feedback will be taken seriously and handled as swiftly as possible, depending on the nature and complexity of the matter, and the values of transparency and accountability will underpin any complaint or concern regarding CIVICUS' work.
- All complaints, inquiries and suggestions will be collected and logged through one central point before any action is taken, and documentation will continue during and after any required investigation. The Chief Strategy Officer will receive all Feedback Forms and determine the most appropriate person to address the inquiry, suggestion or complaint (depending upon the nature and level of complaints). Issues of conflict of interest will be identified by the Chief Strategy Officer to ensure objectivity; should the need arise, the Chief Operations Officer will assess the initial Feedback Form and initiate any investigation process that may be required.
- Confidentiality relating to the complaint will be safeguarded so far as reasonably practicable, including the person(s) to whom any complaint is addressed.
- Complaints will be handled in accordance with [CIVICUS' mission, vision and values](#) as well with its policies and procedures (in particular CIVICUS' Internal Feedback Response Procedure) and in accordance with any local laws and regulations applicable to the case.
- CIVICUS will also align to its Whistle-blower Policy when carrying out this Feedback Response Policy.

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