

Complaints and feedback Policy

Responsible Division:	Programme
Approved by:	Executive Committee
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Languages:	Spanish, English and French
Applicable to:	Global
Related documents:	<i>2015-2018 Strategic Plan</i> <i>Ethical Code</i> <i>Code of Good Governance</i> <i>Child Safeguarding Policy</i> <i>Child Participation Standards</i> <i>Gender Policy</i> <i>Quality Management Policy</i>
Annexes	Annex 1 – Product recall procedure
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1. Introduction

1.1. Objective

This policy establishes guidelines for handling complaints and feedback, in the interest of strengthening Educo's commitment to its stakeholders and improving our overall performance.

The Foundation is committed to implementing the tools which allow our internal and external stakeholders to present their complaints and feedback and to ensure that any necessary remedial action is taken, thus fostering greater confidence in our institution's work.

Effective complaints and feedback handling will also enable the organization to identify areas for improvement and any mistakes we may make, as part of an ongoing learning process.

1.2. Scope

This policy is global in scope and applicable to Educo offices both in Spain and abroad, as well as to those partners and allies with whom we collaborate.

This policy applies to all internal and external stakeholders, including the communities and individuals participating in the projects, sponsors, customers, members, partner organizations, staff and volunteers. Individuals and groups may submit complaints or feedback to Educo in any of our worldwide locations.

Each country will adapt this policy to its own particularities and needs; as such, each will be able to draft its own regulations or procedures in accordance with the principles and guidelines established herein.

2. Definitions

What is a complaint?

A complaint is any claim or expression of dissatisfaction submitted to Educo about actions which presumably breach the organization's values or commitments.

Complaints may be related to the organization's activities, the conduct of staff or volunteers, or any other action which is incoherent with the Foundation's philosophy.

What is not a complaint?

They are not considered complaints those requests or expressions of dissatisfaction which are submitted by sponsors, members or potential sponsors with regards to their collaboration with

Educo; these may include requests to change contact information, a copy of a sponsored child's photo, information on visiting the projects and information regarding the organization, or queries concerning their contribution, etc.

These claims and requests will be handled by the Contact Center according to the procedure established to this effect.

Feedback

Feedback refers to any proposal or recommendation for improvement or change to any of Educo's activities which seeks to improve the Foundation's management and performance.

3. Principles

Transparency: Educo is committed to informing all stakeholders about the complaints and appeals processes, including the estimated response time, and to publishing all relevant documentation on our website.

Accessibility: We are committed to facilitating communication with our stakeholders; as such, the mechanisms for registering complaints and feedback shall be made clear and easily accessible to all interested parties. Complaints can be submitted through the opportune channels, which will be adapted to the local needs of the countries where Educo is active.

Mutual respect: Everyone presenting a complaint or feedback will be treated with respect, regardless of the motivation behind the claim. In turn, Educo expects those people making a complaint to show respect for the entity and its staff, as well as for the complaints and feedback handling process.

Good faith: It shall be assumed that the people presenting a complaint or feedback are acting in good faith in terms of the authenticity of the claim, and that their actions do not intend to harm Educo or any of its members.

Confidentiality: Educo is committed to safeguarding confidentiality in the complaints process and protecting the personal information of those involved from persons and entities unrelated to the case. Personal information provided in the complaints process will be handled in compliance with the Spanish Law on Data Protection. Educo reserves the right to include third parties in the resolution of complaints as it deems necessary.

Impartiality: Educo shall handle all complaints and feedback received in an objective way; as such, in those cases where a resolution or in-depth investigation is required, a committee will be formed

by members of the implicated departments. Clearly, those persons who may have a conflict of interest will be excluded from the committee.

Rapid response: Educo will seek to expedite all complaints and feedback, and will inform complainants of the status or resolution of their claim as quickly as possible.

Continuous improvement: The handling of complaints and feedback forms part of the Foundation's continuous improvement and learning process.

4. Procedure

4.1. Presentation

Complaints and feedback can be presented through the following channels: postal mail, electronic mail, fax, telephone, in person or through online social networks.

Each delegation will facilitate any additional or alternative channels in function of local circumstances. For example, complaints and feedback can be submitted in the Head Office via an internal mailbox.

When the complaint filed regards a particular incident, it is best to present this immediately following the incident in order to facilitate its remedial action.

Persons presenting a complaint or feedback should identify themselves using their full name and provide contact information. It is possible to submit an anonymous claim when this involves reporting a case which is subject to investigation and may place the complainant in a compromised position.

4.2. Complaints handling

- Registration

Each delegation will assign a staff member who is responsible for receiving and registering complaints.

All incoming complaints and feedback will be registered in writing (regardless of the channel through which they are presented) in order to ensure their proper handling, monitoring, resolution and evaluation.

- Assessment and resolution

All complaints and feedback will be assessed by the person assigned to handle its processing and coordinate remedial action.

When a more in-depth assessment or investigation is required, the assigned person will form a committee of members of the implicated departments (excluding individuals who are directly involved in the case) in order to guarantee impartiality. This committee will gather the information necessary for assessing the facts and interview the implicated parties.

When a complaint concerns a defect or problem with a product distributed by Educo, the organization shall follow the procedure described in the Annex 1 – Product recall procedure.

4.3. Response and remedial action

Educo shall contact the complainant regarding remedial action within 15 days of receiving the complaint, or otherwise informing him/her of the status of the claim and the expected date of resolution.

The person assigned to the case—or the committee—will inform the complainant of the response or resolution, as well as of any proposed remedial measures which may apply.

4.4. Appeal

If the complainant is dissatisfied with the remedial action or response received, he/she can present an appeal requesting an internal review of the process. The request for appeal should be submitted in writing.

The organization will acknowledge the appeal within five days of its receipt and will handle the appeal and inform all parties of its resolution with the utmost brevity.

In order to guarantee objectivity in the appeals process, a person or committee other than that which was initially assigned will be responsible for the review process.

4.5. Continuous improvement

All complaints and feedback will be logged from their receipt to their resolution.

Each delegation will use this register to periodically monitor the type of complaints received, the remedial action taken to resolve them and any proposals for improvement. This information will be sent to the Head Office on a quarterly basis and included in a general report. The general report will then be used to analyze and improve the Foundation's procedures and practices, and will be presented for review to the Executive Committee.

