

Hivos Complaints Procedure

Quality of service

Hivos aims to be a transparent organization, providing high-quality service to implementing organizations, consultants and other clients. However, mistakes do happen. To help us learn from our mistakes and improve our performance, we invite you to file any complaint you may have about our service or staff and make suggestions for improvement.

All implementing organizations are obliged to inform their staff and service providers about the Hivos Complaints Procedure and where they can find it on www.hivos.org.

Inappropriate behavior / sexual harassment

The Hivos Complaints Procedure is also designed to deal with inappropriate behavior - including (sexual) harassment, bullying and retaliatory actions - by Hivos (employees), implementing organizations and service providers (and their employees). But if you don't want Hivos to know about your complaint, you can use our Whistleblower facility [link], which is for **anonymous** reports. In this case, an external confidential counselor will contact you.

How to file a complaint

Please e-mail your complaint (or suggestion) to **your Hivos contact person**, copying in our quality manager complaints@hivos.org. If you do not have or cannot use your contact at Hivos, or if you wish to make a general complaint, you can e-mail complaints@hivos.org directly.

- Please include the subject of the complaint and a detailed description in your e-mail. Otherwise, it will not be treated as a complaint.
- Hivos only accepts complaints submitted within 6 months after the event concerned.

Within two weeks, you will receive written confirmation of receipt and information on the next steps. If you are not satisfied with the solution, you may re-submit the complaint to the head of the department concerned (copying in complaints@hivos.org). If still not satisfied, you may escalate the matter to higher Hivos management levels. If the issue cannot be resolved by Hivos, you can turn to the [Partos Complaints Committee](#).

External confidential counselors

If the complaint concerns inappropriate behavior, including sexual harassment, it will be forwarded to an external confidential counselor. You will be contacted by this confidential counselor directly after Hivos has received your complaint. The responsibilities of the confidential counselor are:

- checking if the complainant is in need of mental or physical support, and if so organizing this
- giving advice on how to start a complaints procedure (Informal or Formal Complaints Mechanism)
- providing guidance on the complaints procedure