

## **Complaints Handling Procedure**

### **Stichting Aidsfonds - Soa Aids Nederland**

#### **1. GENERAL**

Complaints are a valuable source of information about the performance of the organisation and the image it projects to its various stakeholders. Complaints handling is therefore a matter of major concern. Each quarter, the management team reviews the complaints received to determine whether they include any fundamental issues.

Complaints can be related to any aspect of the organisation's work, including fundraising, subsidy provision, information and education, and presentation of position. All complaints are handled confidentially.

There is a specific and regulated appeal procedure for objections to decisions of the Management Board regarding financial contributions to persons or organisations.

#### **2. PROCEDURE**

##### **a. Complaint**

A complaint is an objection submitted to the complaints coordinator in writing, by email or orally. It must be related to a specific act performed by the organisation and/or individual employees, under the responsibility of the Management Board.

##### **b. Receipt of a complaint**

Employees who are confronted with an oral/telephone complaint will draw the complainant's attention to the complaints handling procedure. If necessary or upon request, the complainant will be brought into contact with the complaints coordinator (put through, email forwarded or called back). The complaints coordinator can send the complainant a copy of the complaints handling procedure but may also take receipt of an oral complaint. Oral complaints set out in writing by the complaints coordinator are always sent to the complainant in question for confirmation. Complaints may also be submitted directly, orally as well as in writing. The 'Contact' button on the Aids Fonds, STOP AIDS NOW! and Soa Aids Nederland websites provides a reference to the complaints coordinator.

The Management Board handles complaints in writing within three weeks of the date of receipt.

##### **c. Settling a complaint**

The purpose of the reply letter is not so much to assess whether or not the complaint is justified as to explain why the organisation has performed the act that has given rise to the complaint.

All complaints are analysed by the complaints coordinator, who advises the Management Board on the basis of this analysis. The Board determines the response to the complaining party and whether one-off or long-term measures are desirable.

If applicable, the Management Board will notify the complainant of the measures taken in response to the complaint and its handling. Examples of such measures are changes to the general policy.

**d. Exceeding the processing time limit**

If a complaint cannot be settled within three weeks, within that time limit the complainant will receive confirmation of receipt, stating the date on which the complaint was received and information about its further processing (duration, course, contact person, etc.). The processing time limit may be extended once by a maximum of three weeks.

**e. Recording of complaints**

The complaints coordinator records all complaints in a record of complaints, with the nature of the complaint and the result of the complaint settlement being registered. Employees who are confronted with an oral/telephone complaint are required to report it to the complaints coordinator, even if the complaint has been settled satisfactorily.

The complaints coordinator keeps separate records of complaints for Aids Fonds, STOP AIDS NOW! and Soa Aids Nederland.

**f. Reporting and monitoring**

The complaints coordinator reports to the Management Board at least once every six months, with the quarterly reports of the Donor Contact Centre being included. In this report, the complaints are considered together and any measures taken are stated. Following the end of the financial year, the complaints coordinator draws up an annual report on the basis of these reports and the annual report of the Donor Contact Centre in which the most important findings are laid down and in which the complaints register is summarised. In the annual report, the effectiveness of structural measures taken in the previous year is also noted. The complaints coordinator reports are adopted by the Management Board. The annual report is included in the Accountability Statement, either in full or as a summary.

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