

Handling complaints: Guidelines and routines

1. Introduction

As part of our accountability process for the Kvinna till Kvinna Foundation's work, both in Sweden and abroad, we have developed guidelines and routines on how we receive, investigate and respond to complaints and opinions about our work. Kvinna till Kvinna values different stakeholders' opinions: taking these on board allows us to monitor the functioning of our organisation and understand which measures we can take to improve our work.

2. Scope and delimitation of the guidelines

These guidelines are part of Kvinna till Kvinna's system to handle complaints about matters other than financial corruption and severe misconduct. To report severe misconduct and corruption, see: <https://kvinnatillkvinna.org/report-misconduct/>. Ideally, complaints are resolved through informal conversations initiated as soon as possible after the incident in question. When this is not possible, however, Kvinna till Kvinna offers these routines to handle complaints from our stakeholders.

3. Whom these routines are meant for

These routines may be particularly relevant for the following stakeholders:

- Individuals who participate in or are part of projects executed by Kvinna till Kvinna, whether individually or together with partner organisations or other partners.
- Employees of Kvinna till Kvinna's partner organisations.
- Donors, brand ambassadors and others affected by Kvinna till Kvinna's communications and development work.

4. Examples of issues complaints could address

Examples of issues one could file a complaint about include the implementation of projects executed by Kvinna till Kvinna, whether with or without partner organisations (Swedish or international), and donors' preferences regarding how we manage donations.

5. How to file a complaint

Time-wise, complaints should be filed as soon as possible after the incident one wishes to make a complaint about. Complaints regarding unsatisfactory implementation of Kvinna till Kvinna projects should always be filed as soon as possible, preferably while implementation is still ongoing.

Complaints should be as precise and detailed as possible, with any relevant written documentation attached.

All complaints, both oral and written, should be made either in Swedish or English.

Individuals filing a complaint are encouraged to provide their name and contact details, so Kvinna till Kvinna can contact them to provide feedback or in case further information is needed.

Complaints can be filed by e-mail, regular mail, telephone or through personal contact.

E-mail complaints should be sent to: klagomal@kvinnatillkvinna.se

Letters should be sent to: Kvinna till Kvinna, Attn: deputy secretary-general, Slakthusplan 3, 121 62 Stockholm. Telephone: +46 8-588 89 100

Anyone wishing to file a complaint can also contact Kvinna till Kvinna in person by reaching out to an employee they trust within the organisation.

6. Kvinna till Kvinna's handling of complaints

Complaints about one of Kvinna till Kvinna's partner organisations will first and foremost be forwarded to the organisation in question. Kvinna till Kvinna's deputy secretary-general is the main responsible for complaints about the organisation's work. A confirmation of receipt will be sent no later than two weeks after the complaint has been received, including information about Kvinna till Kvinna's preliminary assessment of the matter, how the complaint will be investigated and who will be responsible for dealing with the matter, including that person's contact details.

Within a reasonable period of time after the complaint has been received, the sender of the complaint will be informed by Kvinna till Kvinna about the result of the investigation.