



# **Complaints procedure & Regulations**

October 2023

## **Complaints procedure Madudu Foundation**

The Madudu Foundation would like to be informed if donors, project employees, beneficiaries or other relations are dissatisfied with its working methods, activities and/or positions. We have therefore drawn up a clear, accessible and respectful complaints procedure. The purpose of this complaints procedure is to correct any mistake or error, but also to adjust our procedures if necessary and (thereby) improve our future working methods.

### What exactly is a complaint?

A complaint is a written or oral expression of dissatisfaction with the policy, activities, services, decisions or behavior of an employee, volunteer, board member or partner of the Madudu Foundation. A complaint may also relate to the reporting of an abuse or violation of (human) rights.

### How can a complaint be filed?

A complaint can (preferably) be filed by sending the complaint to [complaints@madudufoundation.org](mailto:complaints@madudufoundation.org). However, submitting a complaint verbally, by telephone or by post is also possible.

### What information must be included in the complaint?

- a. First and last name, address, place of residence and telephone number;
- b. the nature of the complaint;
- c. a clear description of the complaint;
- d. if applicable: any supporting documents.

### How are complaints handled?

We will respond to complaints received by e-mail or letter as quickly as possible, but in any case within 4 weeks after receipt. Sometimes we need more information, in which case you will hear from us within the aforementioned 4 weeks what information is missing (if we need information from third parties, you also will hear from us within 3 weeks). It is also sometimes necessary to hear you verbally, in which case we will also contact you within 4 weeks after receipt of your complaint to make an appointment (any hearing will often take place by telephone or via a video connection).

### Disagree with the handling of the complaint?

Send an email to [bertjan@madudufoundation.org](mailto:bertjan@madudufoundation.org)

### Registration and reporting

The Madudu Foundation registers all complaints, which are kept for five years, unless an interim request for deletion is submitted and granted (this request can be sent to [privacy@madudufoundation.org](mailto:privacy@madudufoundation.org)). Complaints and their handling are reported on an anonymous level.

## **The Complaints Regulations**

### Article 1 Importance and purpose of the complaints procedure

The purpose of this complaints procedure is to correct any mistake or error, but also to adjust our procedures if necessary, and to improve our future working methods.

### Article 2 Definition of complaint

A complaint is a written or oral expression of dissatisfaction with the policy, activities, services, decisions or behavior of an employee, volunteer, board member or partner of the Madudu Foundation. A complaint may also relate to the report of an abuse or a report relating to a violation of (human) rights by an employee, volunteer, board member or partner of the Madudu Foundation.

### Article 3 Submission of a complaint

3.1 Complaints can be submitted to the Madudu Foundation in various ways:

- a. in writing (by paper mail) : Stichting Madudu Foundation, Rodeweeshuisstraat 115, 9712ET, Groningen, the Netherlands
- b. by email : [complaints@madudufoundation.org](mailto:complaints@madudufoundation.org)
- c. by telephone : (+31) (0) 50 - 318 67 95
- d. orally to one of the employees or board members of the Madudu Foundation.

3.2 To handle a complaint (or report of misconduct), the following information must be provided:

- a. name, address, place of residence and telephone number (and preferably also e-mail address) of the complainant;
- b. the nature of the complaint and a description of the complaint that is as clear as possible;
- c. if applicable: any supporting documents.

3.3 If a complaint is submitted in which one or more of the above details are not stated, it may be decided - after the complainant has been given the opportunity to supplement the complaint - not to process the complaint. The complainant will be informed about this within 4 weeks after filing the complaint or within 4 weeks after the period given for supplementing the complaint has expired.

3.4 If we receive complaints anonymously, we will take them into account depending on the content and - if applicable - use them as a learning opportunity.

3.5 By submitting a complaint, the complainant accepts the contents of these complaints regulations.

### Article 4 Handling of the complaint

4.1 If reasonably possible, the complainant will receive confirmation of receipt of the complaint by e-mail within 2 weeks of receiving the complaint.

4.2 If more information is required for the substantive handling of the complaint, the Madudu Foundation may request further information from the complainant or third parties. Such a request for information will follow within 4 weeks after submitting the complaint. If it is necessary to obtain information from third parties, the complainant will first be contacted within the same 4 weeks for consultation (due to the complainant's privacy).

4.3 Unless more information is required, the aim is to handle the complaint within 4 weeks after it has been submitted and to notify the complainant by e-mail (or in

writing). If, for whatever reason, handling is not possible within 4 weeks, the complainant will be informed about this .

4.4 If the complaint is found to be justified, the Madudu Foundation will take corrective measures and - if necessary - draw up a plan for improvement. The complainant will be informed of the measures taken and the expected timetable.

#### Article 5 Termination of a complaint

5.1 A submitted complaint ends if:

- a. the substantive complaint cannot be dealt with in the situation referred to in Article 3.3;
- b. the complaint substantively has been handled as referred to in Article 4;
- c. if, after consultation with the complainant (or possible mediation), it appears that the complainant no longer has a need for further handling of the complaint;
- d. the complainant withdraws the complaint.

5.2 If the complainant is not satisfied with the handling of the complaint, the complainant can contact [bertjan@madudufoundation.org](mailto:bertjan@madudufoundation.org)

#### Article 6: Other provisions

6.1 Anyone involved in a complaint and/or its handling in accordance with these Complaints Regulations will keep this complaint and information obtained in connection with the handling of the complaint confidential insofar as it concerns confidential or privacy-sensitive data.

6.2 The handling of a complaint by the Madudu Foundation never implies an admission of liability on the part of the Madudu Foundation .

6.3 In all cases not provided for in these Complaints Regulations, the chairman of the board of the Madudu Foundation will decide.