

Complaints Procedure

Hivos would like to be a transparent organisation, providing a high-quality service to Implementing Organisations, consultants and other clients. We are however aware that we shall not always succeed in this to everyone's satisfaction. To enable us to learn from our mistakes and continue to improve our performance in this regard we would ask you to advise us of any complaints you may have about the service we provide or any suggestions for improving the service we provide.

You can write to us with your complaint or suggestion for improvement. Please include the subject of the complaint and a detailed description in your letter or e-mail. Only if your letter or e-mail clearly states that it is a complaint will it be treated as such. Furthermore Hivos only accepts complaints submitted within 6 months after the event that is complained on.

Please address your suggestion or complaint to your Hivos contact person (with copy to our quality manager on e-mail complaints@hivos.org). Our quality manager, will see to it that your complaint or suggestion is properly handled. Within two weeks you will receive a written acknowledgement of receipt and a proposed solution. This applies to all complainants that have a relationship with Hivos, including those selected for Hivos intake assessments.

If at the end of the day you are not satisfied with the solution, you can submit the complaint again to the head of the department concerned (with copy to our quality manager) with possibilities to escalate further to the next supervisor if still not satisfied.

In order to promote wider access the complaints procedure shall be maintained on the Hivos website. In cases where the Hivos contact is not known or you wish to make a general complaint, you can direct your complaint to the quality manager who will take responsibility for coordinating the resolution of such complaints. Hivos will endeavour to respond to all complainants that have a relationship with Hivos (including those selected for intake assessments) but this may not be feasible in cases where a high number of complaints is received originating from the website. In such cases Hivos may post a statement which acknowledges the complaints and steps taken to address it.