



Updated: February 2016

War Child Feedback Policy

War Child views all feedback from key stakeholders, including donors, volunteers, beneficiaries, employees and members of the public, as an opportunity to learn and improve for the future, as well as a chance to correct things for the individual or organization that may have specifically made a complaint.

This policy is supplemented by War Child's Privacy & Confidentiality Policy and governed by War Child's Board of Directors. The policy is reviewed annually and revised as required. All feedback is assessed annually to identify any trends, which may indicate a requirement to take further action.

Our intention is to:

- provide frequent opportunities for stakeholders to provide feedback;
- provide a fair process which is clear and easy to use for anyone wishing to make a complaint;
- ensure all War Child employees and knowledge philanthropists know what to do if a complaint is received;
- ensure all complaints are investigated fairly and in a timely way;
- ensure that complaints are, wherever possible, resolved and that relationships are repaired; and
- gather information to improve what we do.

Definitions

Feedback is any expression of satisfaction or dissatisfaction, whether justified or not, about any aspect of War Child's operations. Feedback may come from donors, volunteers, beneficiaries and employees and members of the public.

For the purposes of the Feedback Procedure Policy, a complaint is further defined as a written commentary, whether justified or not, about any aspect of War Child's operations.

Providing Feedback or Submitting a Complaint

Feedback (including complaints) can be received in person, by phone, by email, via social media (Twitter, LinkedIn or Facebook), through feedback surveys to any of War Child's employees or board members, including the Executive Director and/or Board Chair.

Verbal feedback may be made by phone to 1 (866) 927-2445 or in person at our offices at 489 College St, Suite 500, Toronto, Ontario or at any of our events or activities.

To provide written feedback, an individual must submit the feedback to War Child:

- by mail to 489 College St, Suite 500, Toronto ON M6G 1A5;
- by e-mail to info@warchild.ca and/or to Lorna Read, Chief Operating Officer, at lorna@warchild.ca; or
- via social media through Twitter, Facebook, or LinkedIn.

Subject to War Child's Privacy & Confidentiality Policy, all personal information of anyone providing feedback or submitting feedback will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Receiving Feedback



The employee responsible for monitoring communication channels, including social media feeds (Twitter, Facebook, LinkedIn, etc.), will:

- Immediately acknowledge receipt of the complaint through the same social media platform as the complaint was received (e.g., complaint is received via Twitter, the employee will respond with a tweet);
- Notify the relevant team member of the complaint (determined by operational unit). The relevant team member will respond directly to the complainant to resolve the complaint immediately and/or advise the complainant of our formal complaints procedure.

Responding to Feedback

Stage One

1. Whenever possible and appropriate, it is best for the individual to first raise the concern with the person responsible for the issue that relates to the feedback. If the complaint has been received by that person, they may be able to resolve it immediately.
2. If the individual feels uncomfortable talking to the person responsible for the issue being complained about or if the complaint has not been resolved, the feedback should be passed to the direct supervisor of the person responsible for the issue being complained about and/or the Executive Director within two business days. The Supervisor and/or Executive Director will either handle the complaint directly or delegate an appropriate person to investigate it and to take appropriate action.
3. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.
4. Complaints should be acknowledged by the person handling the complaint within one week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.
5. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
6. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

1. If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at the Board level. At this stage, the complaint will be passed to the Board Chair.
2. The request for Board level review should be acknowledged within two business days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.
3. The Board Chair may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.
4. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.
5. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.



6. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
7. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.
8. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

Variation to Stage One or Two

The Executive Director and/or the Board of Directors may vary the complaints procedure for good reason. This may be necessary to avoid a conflict of interest. For example, a complaint about the Executive Director should not also have the Executive Director as the person leading a Stage One review.

External Stage

As a registered Charity, War Child stakeholders can complain to the Canada Revenue Agency (CRA) Charities Directorate at any stage. Information about the kind of complaints the CRA can involve itself in and how to submit a complaint can be found on their website at: <http://www.cra-arc.gc.ca/chrts-gvng/chrts/cntct/cmplnts-eng.html>.