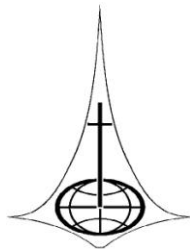


**Lutheran World Federation
Department for World Service**



**Complaints Mechanism
Policy and Procedure**

**June 2010
Approved by SCWS**

TABLE OF CONTENTS

Introduction

LWF/DWS Complaints Policy Statement

Guiding Principles

1	Definition of a Complaint	5
2	Responsibilities in Handling Complaints	8
3	How to Complain	10
4	Steps In Processing Complaints	11
5	Investigating a Complaint	14
6	Complaints about LWF DWS Associate Programs	15
7	Confidentiality	16
8	Monitoring and Evaluating the Complaints Mechanism	17

Appendix 1 – Definition of Key Terms

Appendix 2 – Flow chart for Complaints Handling

Appendix 3 – What a Complaints Mechanism Entails

Appendix 4 – Complaint Form

Appendix 5 – Where to Send your Complaints

Appendix 6 – LWF/DWS Investigation Guidelines

INTRODUCTION

The core values of the Lutheran World Federation (LWF) are deeply rooted in dignity, justice, inclusiveness and accountability. Resources and responsibilities for decision-making are to be used in ways that are mutually transparent and answerable to all stakeholders. This is complemented by the highest standards, flexibility and pragmatism in program implementation, balancing accountability towards the affected population and the expectations of partners and back donors. The Department for World Service (DWS) is committed to transparency of its motives and aims, as well as its financial transactions.

To ensure that this commitment is live out, the LWF/DWS Complaints Mechanism Policy and Procedure allows that all stakeholders may provide feedback and complaints on LWF/DWS work, have them heard and properly addressed.

LWF/DWS COMPLAINTS POLICY STATEMENT

LWF/DWS is committed to working in an open and responsible way that builds the trust and respect of all our stakeholders. LWF/DWS is committed to high quality humanitarian and development programming and seek to work with affected communities and populations in the best way possible.

To ensure that the LWF/DWS programs are continuously improved, we want to hear what our stakeholders have to say whether in the form of a comment, a compliment or a complaint. Responding to complaints from stakeholders is basic to LWF/DWS' value on accountability.

LWF/DWS will therefore establish local (for all Country Programs) and global Complaints Mechanisms to encourage feedback about its work from all its stakeholders. Where the feedback is a complaint about LWF/DWS conduct, LWF/DWS shall respond in a timely and appropriate manner through established mechanisms.

This policy will be actively disseminated to all stakeholders, especially affected populations, using appropriate language and means.

GUIDING PRINCIPLES

- LWF/DWS is guided by the values of dignity and justice, inclusiveness and participation, accountability and transparency, compassion and commitment.
- LWF/DWS has zero tolerance to any form of abuse of power, sexual exploitation, fraud¹ and corruption, physical and psychological abuse and criminal offences².
- The LWF Code of Conduct serves to guide all LWF staff in their attitudes, behaviors and ethical decisions in their professional as well as private lives.

¹ Including false accusations

² Criminal offenses understood as deliberated acts which put in danger the life and physical integrity of any person

- LWF/DWS takes complaints seriously and positively. It shall address all issues of sexual exploitation, abuse of power, corruption and breach of the LWF/DWS policies and standards.
- LWF/DWS is committed to have an effective procedure for handling and responding to complaints. Procedures shall be simple, easily understood and widely publicized.
- Appropriate cultural and local practices should be respected in the development of complaints mechanisms. Cultural practices violating human rights and against LWF/DWS' values are exceptions.
- No staff shall retaliate against the complainant in whole or in part because he or she has disclosed alleged wrongful conduct. Any staff that is found to have violated this principle shall be subject to disciplinary action.
- Both complainants and accused have a right to challenge decisions and to be properly informed about the basis on which decisions have been made. At any point the confidentiality aspect shall be maintained.
- When necessary, it is particularly important to ensure that support is available to complainants in ways deemed appropriate.
- The procedure for complaints will be reviewed regularly to ensure and incorporate learning and improvement towards LWF/DWS' accountability.

1. DEFINITION OF A COMPLAINT

1.1 What is a complaint?

A complaint is an expression of concern or dissatisfaction by an individual or a group, related to possible misconduct by LWF/DWS. This could be in relation to program activities or conduct of its personnel, how LWF works with the communities or affected population and partners, or when LWF/DWS policies and guidelines are not respected. It might express concern about:

- How a service has been managed, which has a direct impact on the communities and affected population;
- A concern about the behavior of staff
- The quality of program delivery;
- Abuse of power manifested against those with less social power and how they are treated physically and or psychologically;
- Staff members involved in corruption or abuse of one's position for private gain, such as misusing the financial and other resources of the organization;
- Sexual coercion and manipulation (including all types of sexual acts) by a person in a position of power providing any type of assistance in exchange for sexual acts;
- Sexual harassment or unwelcome sexual advance, comment, expressed or implied sexual demand, touch, joke, gesture, or any other communication or conduct of a sexual nature, whether verbal, written or visual, by any person to another individual within the scope of work.

A complaint is NOT:

- A general inquiry about LWF/DWS work
- A request for information
- A contractual dispute

Complaints relating to internal staff employment conditions, guidelines and benefits are not dealt by this complaint mechanism but through the relevant Personnel regulations.

1.2 Types of Complaints

LWF/DWS categorizes complaints into 2 categories:

a. Operational Complaints

Operational complaints refer to complaints on program activities. It can be any of the following:

- Issues of entitlements and commitments not met,
- The quality of the service or program delivery,
- How a service has been managed, which directly affects the communities LWF works with.

There may be instances of possible operational complaints or allegations against the LWF implementing partner or on the community itself as a result of the LWF program activities. Where such action is required, the LWF country program shall endeavor to bring it to the attention and resolution of the concerned parties.

Specific operational complaints and concerns can be dealt with at a project or country program level. It is however recognized that not all issues can be resolved in this way and that a formal complaints mechanism is required for the country program to act on formal complaints.

b. Serious Complaints

A serious complaint is related to breach of the Codes of Conduct (LWF, ACT, and Red Cross & NGOs) and if a complaint is an allegation or suspicion of any of these:

- A concern about the behavior of staff
- Physical and psychological abuse
- Sexual exploitation and abuse (including gender-based violence)
- Child abuse/exploitation
- Fraud and corruption
- Criminal offence³

This kind of serious complaints should be investigated as a formal complaint. In a situation where a person discloses such allegations, it must be reported immediately through established mechanism even if the person does not want to make a complaint. All serious complaints must be reported by the Country Representative to the relevant Program Officer in Geneva.

A serious complaint may warrant further investigation. Any disciplinary investigation arising from a complaint will be subject to a separate process of investigation in line with the LWF/DWS Investigation Guidelines, [Appendix 7](#).

1.3 Anonymous Complaints

An anonymous complaint refers to a complaint that is lodged without revealing the identity of the complainant. LWF/DWS strongly encourages individuals making complaints to disclose their identity so that a proper and thorough investigation can proceed. Anonymous complaints are difficult to deal with because their investigation is always dependent upon limited and questionable information. However, LWF/DWS shall consider receiving anonymous complaints. Without this option, it is possible that some serious problems may not come to light.

1.4 Malicious Complaints

LWF/DWS acts under the assumption that all complaints are made in good faith and

³ Criminal offense understood as deliberated acts which put in danger the life and physical integrity of any person

are not motivated with the intent for personal gain, personal interest or a grudge. If a malicious complaint is disclosed, any investigation shall be stopped immediately. If a malicious complaint was made by an LWF employee, appropriate disciplinary measures will apply according to the personnel guidelines.

1.5 Complaints that cannot be dealt with by this policy

The complaints mechanism and procedures do not apply to complaints that are subject to current investigation by any regulatory body or legal or official authorities in the countries where LWF operates. These complaints include the following:

- Events requiring investigation by a professional and/or a disciplinary body.
- Events requiring an independent inquiry into a serious incident involving national governmental authorities.
- Events requiring investigation of a potential criminal offence.
- Legal action – The complaints procedure will cease immediately if the complainant explicitly takes legal action in respect of the complaint.

If a complaint is received which is not within the responsibility and domain of LWF/DWS, the process of referral shall be made to the relevant body deemed to be appropriate to deal with the complaint. However, LWF/DWS may take disciplinary or preventive measure on the case, as well as to conduct administrative investigation when deemed necessary.

2. RESPONSIBILITIES IN HANDLING COMPLAINTS

ALL Staff have a Responsibility: All staff should respond positively to any complaints made to them and feel confident to do so. Senior management should ensure an atmosphere of trust, confidence and value orientation for this purpose. Guidance and procedures are provided for staff and for the communities and affected population in order to avoid ad hoc, defensive, negative responses and uncertainty about what is expected of staff in responding to complaints.

Staff needs to know what the steps are regarding dealing with complaints, who the specific focal point person is and the corresponding timelines to deal with complaints. A flow chart in [Appendix 2](#) gives a visual glimpse of the procedure and timelines. These should be made available to all parties to encourage a focus on problem solving.

2.1 Country Program Level

Each Country Program shall establish a Complaints Mechanism based on the LWF/DWS Complaint Mechanism Policy and Procedure. The specific Country Program Complaints Mechanism shall be simple, easily understood and widely publicized. The policy shall be translated into the national language and information and awareness of the Complaints Mechanism Policy and Procedure shall be disseminated to the communities and affected populations.

The LWF/DWS Complaints Mechanism Policy and Procedure shall be posted and disseminated to all staff and communities and affected populations.

The following are the key responsibilities:

The **LWF/DWS Representative** is responsible for ensuring that the Complaints Mechanism is relevant and functional. He/she acknowledges the complaint and makes the final decision on the appropriate action, based on the provisions of the Complaints Mechanism Policy and Procedure.

A **Focal Point Person** is assigned to receive the complaints and ensure that the policy is followed according to the established procedures. The focal point person ensures the complaint and the procedures are documented and files are complete and secure.

A **Complaints Handling Committee** shall be constituted and could be composed of senior management. The focal point person should be a member of the Complaints Handling Committee. The Committee recommends to the LWF/DWS Representative the steps to be taken with regards to the Complaint.

Complaints against senior management staff may be directed to the LWF Representative. If the complaint is about the Representative, complaints must be directed to the relevant Program Officer in Geneva. Details are available in [Appendix 5](#) or in the general information notices in the country program.

If the complaint warrants further investigation, the complaint is forwarded to an **Investigation Team**. The investigation then follows the LWF/DWS Investigation

Guidelines in Appendix 6. The recommendation of the Investigation Team is submitted to the Complaints Handling Committee and the Country Representative takes the final action on the complaint.

All serious complaints shall be communicated by the LWF Representative to the appropriate Program Officer in Geneva. Geneva must be informed of the process in responding to serious complaints.

2.2 Geneva Secretariat Level

To ensure consistency of response and to manage formal complaints effectively, LWF/DWS Secretariat in Geneva will follow the same procedure as with the Country Programs. The Director is responsible for ensuring that the Complaints Mechanism is relevant and functional. A Focal Point Person and a Complaints Handling Committee shall be assigned. An Investigation Team shall also be constituted based on the Investigation Guidelines.

2.3 Devising and disseminating the procedures to handle complaints

It is the responsibility of LWF/DWS senior management in Geneva to devise and publicize the Complaints Mechanism Policy and Procedure for handling complaints from all sources and to respond to the complaints in an appropriate manner. This system should be effective, accessible and safe.

It is also a delegated responsibility to the Country Representatives to adapt the LWF/DWS Complaints Mechanism Policy and Procedure, amending it where appropriate to Country Program specific context. The Country Representative shall also ensure that all staff and the communities LWF/DWS work with are aware of the Complaints Mechanism Policy and Procedure.

The possible misuse of a complaints mechanism must also be considered. Measures to protect people and the organization against misuse of the complaint mechanism are necessary due to the risks such policy can favor.

A record of complaints, along with responses shall be maintained by the LWF/DWS Country Program, and also by the LWF/DWS Secretariat in Geneva.

2.4 Complaints involving partners LWF works with

In working with partners who implement on behalf of LWF/DWS, the partnership agreement shall outline the partner's adherence to the Codes of Conduct (LWF, ACT, IRC). Partners shall be requested to set up their own complaints handling mechanisms.

If operational complaints are raised regarding the project LWF is working on with the partner, this shall be dealt with in the usual partnership meetings and monitoring visits. Serious complaints about the partner must be referred to the respective organization.

3 HOW TO COMPLAIN

3.1 A complaint could be raised by:

- an individual or community with whom LWF/DWS works
- a partner organization, including LWF member Churches, LWF related agencies, UN, government
- a member of the public
- a staff of LWF/DWS

3.2. Complaints may be made through any of the following mechanisms:

- **In person** (all levels)
- **Through a trusted intermediary**
- **A complaints box** (in a refugee/IDP camp, in the office, etc.)
- **e-mail message** to an assigned confidential e-mail (e.g. *complaints@lutheranworld.org*)
- **hotline** (to be established in each country program and Geneva Secretariat)

A complaint may be brought directly to the attention of a staff person. [Appendix 4](#) is a sample Complaints Form. In cases where the person receiving the complaint is not the designated Focal Point, the staff shall forward the complaint to the Focal Point in charge of receiving complaints.

A written complaint may be dropped in a “**complaint box**”, where the Focal Point person opens the box and retrieves the complaints on a periodic schedule. The location of such a public complaint box is important – preserving the principles of safety, confidentiality, transparency and accessibility ([Appendix 3](#)). Where appropriate, a “**helpline**” should also be installed.

A confidential **e-mail** connection or a telephone **hotline** may also be established, as means to preserve confidentiality in the communications.

A complaint may also be channeled initially and verbally within the affected population or community, which shall have their own procedures in place. For example, a refugee or community focal person or committee may be established to receive and handle a complaint.

3.3 Time limit for making a Complaint

Any complaint should be made as soon as possible, but no later than **six months** from the date when the incident happened.

4 STEPS IN PROCESSING COMPLAINTS

All complaints should be dealt with in a fair and professional manner. The following are the steps in processing complaints:

4.1 Providing written acknowledgement to the Complainant

When a complaint is received, the focal point person studies the complaint and convenes the Complaints Handling Committee (see Section 2.1).

A written acknowledgement that a complaint has been received is drafted by the Focal Point Person, as recommended by the Complaints Handling Committee, and signed by the Representative.

This written acknowledgement is important for reasons of accountability and transparency. It shows the complainant that the allegation is taken seriously and it gives her/him the information they need to ensure that LWF/DWS is responding properly. If an investigation follows, this provides a record that the LWF/DWS has received the complaint and has given initial indications on how it has handled the situation in the initial stage.

The letter of acknowledgement is generally a letter to the complainant telling her/him that LWF/DWS has received the complaint and summarizing the actions it will take.

Acknowledgement Letter states

- When and how the LWF/DWS received the complaint
- Who in LWF/DWS is responsible for acting on the complaint
- Who the complainant should contact regarding questions or feedback

The acknowledgement letter should be in writing, concise and clear. If the complainant does not want a letter, or the LWF/DWS believes that such may put the complainant or others at risk, it is possible to confirm receipt orally.

4.2 Adhering to Confidentiality

Confidentiality should be maintained, so that only the staffs who are handling the complaint are aware of the complaint and the information surrounding the complaint. Any breach of confidentiality shall lead to disciplinary action according to the LWF Personnel Regulations.

4.3 Identifying Risks and Providing Protection

At the initial contact with the complainant, the LWF/DWS focal person should find out whether the complainant or anyone else is immediately or potentially at risk. Risks should be addressed, and any security concerns should be referred to the security focal person. Adequate and rapid protection and security measures must be provided to the

person initiating the complaint, to ensure that he/she is protected from any possible reprisals.

4.4 Taking Action

The Complaints Handling Committee (see Section 2.1) shall meet and deliberate on the Complaint received and the form of action to take. This shall be communicated to the Country Representative.

4.5 Deciding whether to investigate and or channeling as appropriate

The next step is for the Complaints Handling Committee to recommend to the LWF/DWS Representative whether to investigate the allegation. It means asking these questions:

- Is there a complaint? The complaint must be a genuine concern of the complainant, and is raised in good faith, and is not motivated with the intent for personal gain, personal interest of a grudge. If it is determined that the complaint was not made in good faith, disciplinary measures should be taken.
- Does the complaint relate to a breach of Code of Conduct on Sexual Exploitation and Abuse of Power, or violation of any of the LWF/DWS policies and guidelines?
- Is there sufficient information and evidence or is there a need to further investigate?
- At this point, is the allegation conclusive enough to take management action?

Answers to these questions by the Complaints Handling Committee or the relevant decision maker will determine whether an investigation is justified. If so, then investigation procedures should be put in place.

Some complaints may not be as straightforward. The Complaints Handling Committee may refer to any of the following:

- LWF Code of Conduct on Sexual Exploitation and Abuse of Power
- LWF/DWS Whistle blowing Policy (Section 5.4 Finance Manual)
- LWF/DWS Policy for Management of Fraud (Section 5.5 Finance Manual)
- LWF/DWS Procurement Policy
- LWF/DWS Disciplinary Procedures (part of the national and international staff regulations)
- Criminal law/litigation
- LWF Investigation Guidelines

4.5 Informing the Complainant about the Investigation Outcome

The outcome of the investigation will be communicated to the Complainant, where possible within 30 days after the acknowledgement of the complaint. In case for justifying reasons this timeline is not feasible, the complainant shall be immediately informed.

The Representative is responsible for communicating the outcome of the investigation to the complainant. This could be done in writing.

4.6 Appeal Process

If the Complainant or the Subject of the Complaint is not satisfied on the resolution of the complaint, he/she may lodge an appeal within 30 days upon receipt of the decision. The LWF Representative and the Complaints Handling Committee shall analyze the reasons given and any other new evidences to make a decision whether or not to conduct a new investigation.

The appeal shall be considered only once.

4.7 Time Allotment on Respective Actions

LWF/DWS will aim to resolve complaints within 30 working days of receipt. In the event that a complaint cannot be resolved within this timeframe, the complainant will be informed in writing about when he/she can expect a full response. The following is the time allotment for specific actions.

Action	Time Allotment
Complaint Received	Incident should be reported soonest but can be brought up within 6 months of incident
Acknowledgement of Complaint Received	Within 2 days
Resolution on Operational Complaints	Decision within 7 days
For Complaints needing further investigation	Actual investigation ideally in 7 days though may vary depending on the nature and complexity of complaint Maximum 21 days
Inform Geneva Secretariat on serious complaints	Soonest information is known, and reflected in the Management monthly report
Resolution of a complaint undergoing investigation	Maximum 30 days of receipt of complaint
Appeal process	Within 30 days of decision

5. INVESTIGATING A COMPLAINT

If the complaint is to be further investigated, the investigation guidelines in Appendix 6 must be followed.

Operational complaints not needing a formal investigation will go through the normal process of action and decision making by the Representative in consultation with the Country Program management team.

6. COMPLAINTS ABOUT LWF/DWS ASSOCIATE PROGRAMS

6.1 Complaints about LWF/DWS Associate Programs

Complaints about LWF/DWS Associate Programs must be referred to the respective organization. The LWF/DWS is unable to investigate or respond to such complaints and this should be explained to the complainant.

6.2 Redirecting complaints

If the LWF/DWS receives a written complaint about an Associate Program, it must seek the permission of the complainant before passing the complaint on to the Associate Program for investigation and response. Some complainants may prefer to write direct to the other organization themselves. LWF/DWS will monitor that Associate Programs are maintaining their complaints mechanisms.

7. CONFIDENTIALITY

LWF/DWS recognizes the confidentiality is critical to a satisfactory outcome as it protects the privacy and safety of the concerned individuals. The facts and nature of the complaint, the identity of the key participants and the investigation records are confidential.

- Information should not be disclosed unless the person who has provided the information has given written, explicit consent to disclose the information.
- Particular care must be taken where the complainant's record contains information provided in confidence by, or about, a third party who is not an LWF employee.
- Disclosure of information provided by a third party outside the LWF also requires the expressed consent of the third party. If the third party objects then the information can only be disclosed where there is an overriding public interest in doing so. It is not appropriate for someone to make this decision on his/her own. Legal or other advice must be sought

LWF/DWS shall only allow disclosure when:

- It is required or permitted by law
- It is required by management in the best interest of the organization and parties involved

8. MONITORING AND EVALUATING THE COMPLAINTS MECHANISM

- 8.1 The use and relevance of the complaints mechanism shall be monitored. The LWF/DWS Program Officer for Quality Assurance and Accountability will be responsible for monitoring the LWF/DWS Complaints Mechanism in coordination with the country program focal point person. This will be monitored: through liaison with staff at all levels; in promoting the philosophy behind the procedure throughout the LWF/DWS; by involvement in training programs; and by contributing to various means of quality assurance and accountability.
- 8.2 This may include local initiatives with staff such as a Complaints Handling Committee and focal persons, exploring in detail how resolved complaints were handled to identify any possible lessons, improvements to complaints handling or suggestions for changes in practice, as well as good practice examples.
- 8.3 The LWF/DWS Complaints Mechanism Policy and Procedure will be formally reviewed every three years. Critical lessons learnt and suggestions for improvement should be considered as appropriate and relevant when there is a need to upgrade the system.

Appendix 1 Definition of Key Terms

Complaint A complaint is an expression of concern or dissatisfaction by an individual or a group, related to possible misconduct by LWF/DWS. This could be in relation to program activities or conduct of its personnel, how LWF works with the communities or affected population and partners, or when LWF/DWS policies and guidelines are not respected.

Complainant is the woman, man, girl, boy or team of people who lodge(s) a complaint.

Corruption is the “offering, giving, soliciting or acceptance of an inducement or reward which may improperly influence the action of any person”

Criminal Offence is understood as deliberated acts which put in danger the life and physical integrity of any person. It is a breach of one or more State rules or laws that may ultimately prescribe a punishment.

Fraud is an intentional distortion, deceit, trickery, and perversion of truth or breach of confidence, relating to an organization’s financial, material, or human resources, assets, services and/or transactions, generally for the purpose of personal gain or benefit.

Physical abuse is abuse involving contact intended to cause feelings of intimidation, pain, injury, or other physical suffering or harm.

Psychological abuse, also referred to as **emotional abuse** is a form of abuse characterized by a person subjecting or exposing another to behavior that is psychologically harmful. It involves the willful infliction of mental or emotional anguish by threat, humiliation, or other verbal and nonverbal conduct. It is often associated with situations of power imbalance, such as abusive relationships and child abuse.

Sexual exploitation means any actual or attempted abuse of a position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, sexually or politically from the sexual exploitation of another (UN SG Bulletin, 2003).

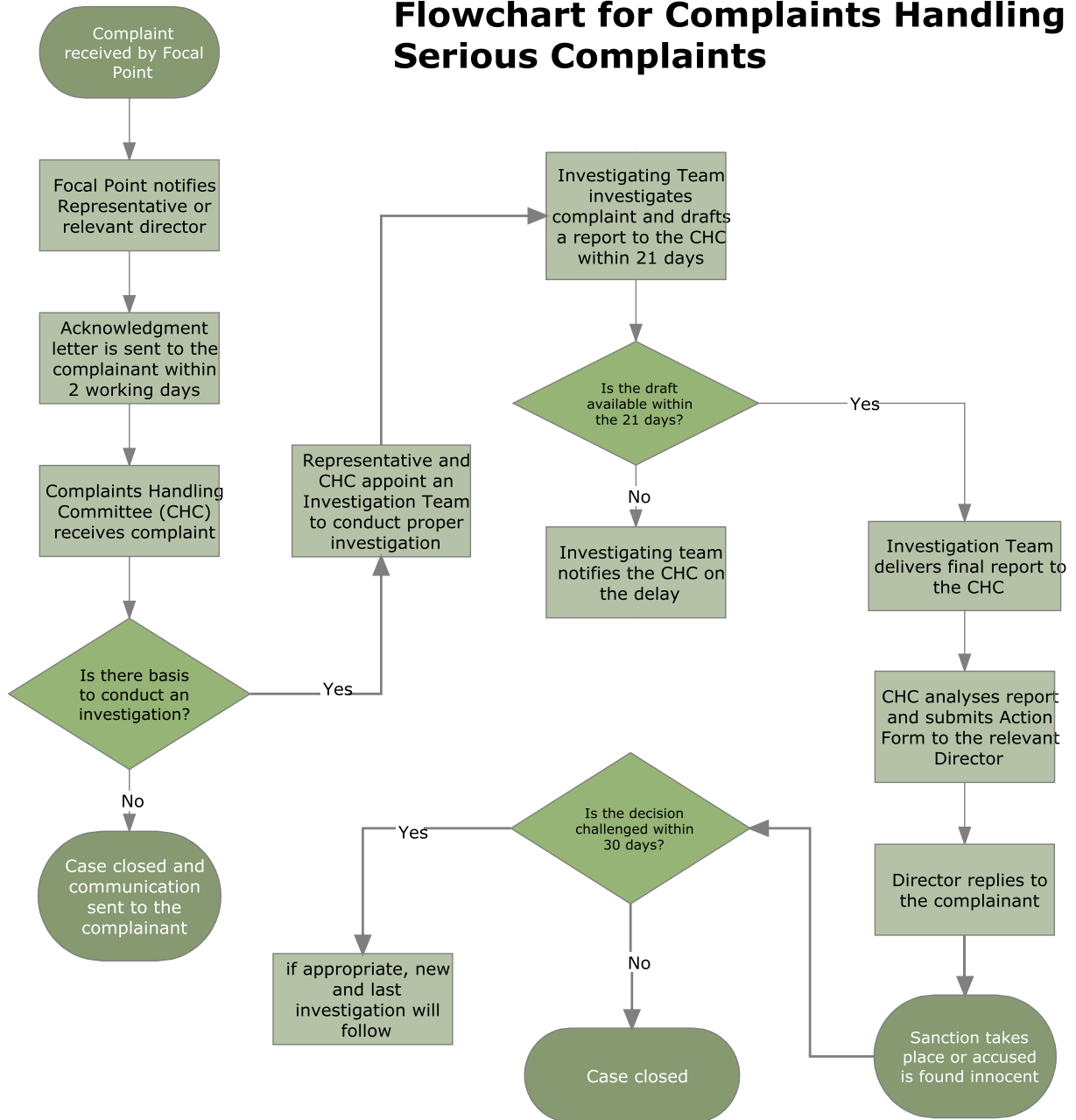
Sexual abuse means the actual or threatened physical intrusion of a sexual nature whether by force or under unequal or coercive conditions (UN SG Bulletin, 2003)

Subject of the Complaint is the individual or team who are alleged to have been involved in minor or serious misconduct or malpractice.

Witness is someone who has firsthand knowledge about a crime or dramatic event through seeing, hearing, smelling, or touching and can help certify important considerations to the crime or event. It is important to remember that a Subject of Complaint is treated as a witness until proven to have committed a breach of conduct or a crime.

Appendix 2

Flowchart for Complaints Handling Serious Complaints



Appendix 3

WHAT A COMPLAINTS MECHANISM ENTAILS

- A Complaints Mechanism is supported by governing body and senior management and appropriate resources, including human resources devoted to this purpose
- Affected population and host communities are consulted regarding appropriate ways to make complaints
- The organization finalizes its complaints handling policy and procedures based on local input
- Staff and affected population are trained in the processes and procedures
- Complaints are submitted to established entry points
- Complainant is acknowledged
- Complaints are reviewed
- Feedback is given
- Both complainant and accused may appeal the decision
- Information from complaints is continuously fed into project improvement
- The Complaints Mechanism is evaluated and adjusted according to lessons learnt

Characteristics of an Effective Complaints Mechanism*

Safety – considers potential dangers and risks to all parties and incorporates ways to prevent injury and harm

Confidentiality – restricts access to and dissemination of information, requiring that information is available only to a limited number of authorized people (generally members of the complaint handling committee of the organization) for the purpose of concluding necessary investigations.

Transparency – LWF staff and persons of the affected community know it exists, and possess sufficient information on how to access it. People of concern should be able to speak to member staff regularly about the operation of the complain mechanism and know who in the organization is responsible for handling complaints and communicating outcomes.

Accessibility – allows the mechanism to be used by as many people as possible from as many groups as possible in places where LWF/DWS is operational. Communities must set up their own complaints procedures, must be told how to complain and be actively encouraged to make complaints when problems arise.

Quality of information – should be accurate, and have a clear sequence of events.

Verifiability – to ensure that the information is reliable.

Timeliness – of reporting, and related follow-up measures, must be ensured.

Assistance to those reporting – should be a part of the complaints mechanism, to deal with possible psychosocial, medical and other needs.

Documentation – the importance of objective, reliable documentation is critical.

CONFIDENTIAL

Appendix 4

Lutheran World Federation Department for World

Complaint Form

This form should be completed by the person wishing to lodge a complaint or documented by a third party. All information must be held securely and confidentiality must be maintained at all times

File Number: _____

A: General data

1. Name of the person lodging the complaint _____ Sex _____ Age _____
2. Address: _____
3. Tel: _____ email: _____
4. Name of the person you wish to lodge a complaint against (if known): _____
5. Date of incident _____ Time of incident _____
6. Place of incident _____
7. Date of reporting _____ Time of reporting _____

B: What is the complaint? (State the nature and key issue of the Complaint)

C: Brief description of the incident or concern (State what exactly happened, trying to follow the sequence of events from start to finish; If the incident location is not well know, describe the location based on your memory of it; Give a description of the 'subject of complaint' if you do not know her/his name;

D: Name of witnesses (if any) Supply the names of witnesses and where they can be contacted, if known;

E: State what kind of a response you expect from LWF and how you wish to see the matter resolved

Name and Signature of Complainant: _____
Date: _____

Case referred to: _____ Date referred: _____

Name and signature of LWF Staff responding to the Complaints _____

Describe action taken: (provide detailed information example, if medical assistance has been provided, what psychosocial care has been provided and whether a report has been made to the Police.)