

## Lutheran World Federation – Department for World Service (LWF/DWS)

### Accountability

- 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 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, fraud<sup>1</sup> and corruption, physical and psychological abuse and criminal offences<sup>2</sup>.
- 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.
- 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 a member of the [Humanitarian Accountability Partnership \(HAP\)](#) and subscribes to the HAP standards in accountability and quality management.

The [LWF/DWS Accountability Framework](#) elaborates our commitments which we will be held accountable for. ***Accountability is taking responsibility towards affected populations and primary focus groups, DWS staff, DWS governance and external stakeholders, for actions undertaken, decisions made, and policies complied with.***

The [LWF Code of Conduct regarding Abuse of Power and Sexual Exploitation](#) is intended to serve as a guide for LWF staff to make ethical decisions in their professional and at times in their private lives. It is designed to assist staff to better understand the obligations placed upon their conduct. It refers to any kind of misuse of power and exploitation in the working relationships among LWF employees and with those they serve.

The purpose of the [LWF/DWS Complaints Mechanism Policy and Procedure](#) is to have a transparent process in place on how to concretely respond to and address any issues or concerns, including allegations of sexual exploitation, fraud, corruption, mismanagement or abuse of power. 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.

If you have any complaint you would like to raise, please fill in the [Complaint Form](#) or send an email to: [complaints@lutheranworld.org](mailto:complaints@lutheranworld.org)

---

<sup>1</sup> Including false accusations

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