

CARE Canada External Feedback & Complaints Policy

August 20th, 2012

Preamble CARE Canada (hereafter referred to as “CARE”) believes that any stakeholder has the right to raise a complaint, have that complaint addressed and receive an appropriate response for mistakes, wrongful actions or breaches of the codes to which CARE subscribes. CARE also recognizes that feedback may not always be a complaint, and believes that taking account of the perspectives and suggestions from our stakeholders can help improve the quality and relevance of our work. This policy is fully consistent with the CARE International External Feedback & Complaints Policy.

Stakeholders

As an organization with operations worldwide, any CARE operation receiving complaints from external stakeholders has a responsibility to ensure that the complaint is acknowledged, forwarded to Head Office and followed up in an appropriate and timely fashion. CARE will comply with applicable laws or regulations when responding to and investigating complaints.

Policy

In the context of this policy, a complaint is an external grievance made against CARE or more specifically against one of its employees, associated “consultants” or partners where CARE has allegedly failed to meet a commitment. Such a commitment might be related to our activities, our use of resources, our mission and values, staff conduct / behavior or a legal requirement.

Policy Implementation – Making a Complaint

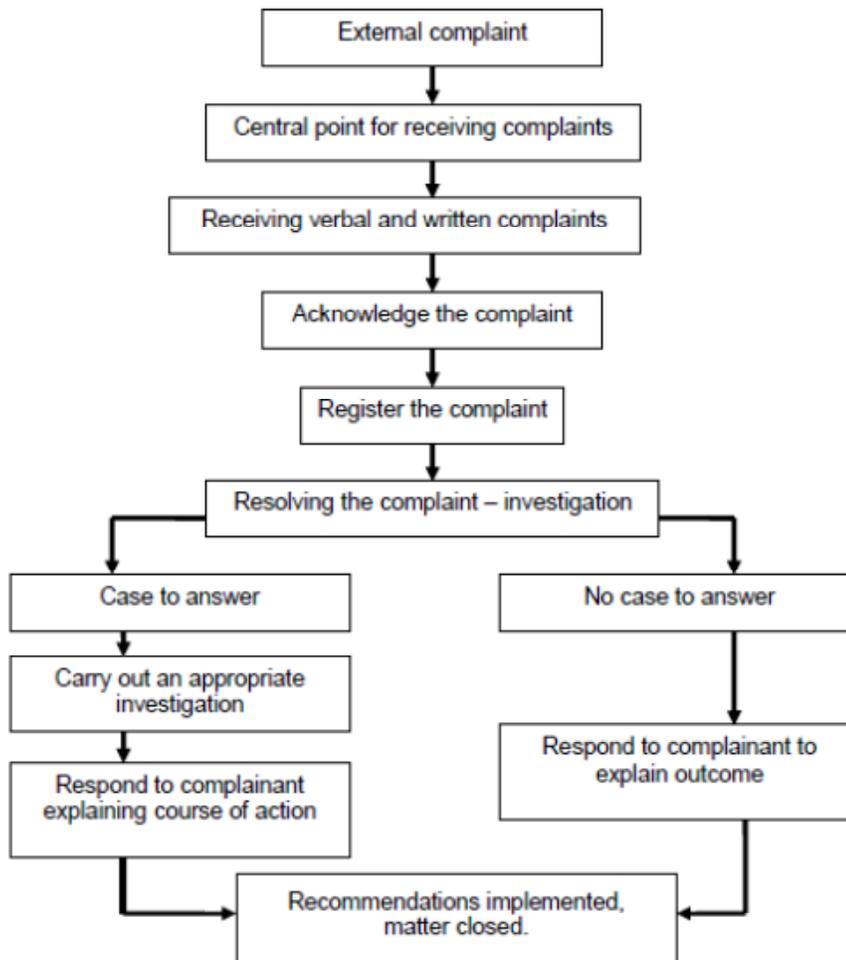
CARE will make available on its website information to stakeholders on how to make a complaint about CARE’s activities. As appropriate, these complaints will be referred to the Vice-President, Human Resources. CARE will endeavor to assess and respond to complaints within a reasonable period of time. As long as complainants furnish a contact e-mail or postal address, they will be kept appropriately informed of the status. Any investigation and related information will be kept strictly confidentially, subject to the need to conduct a full and appropriate investigation.

CARE reserves the right to choose not to investigate complaints judged as unfounded or frivolous.

Escalation of Complaints

Repeated and well-founded complaints not satisfactorily addressed or resolved may be referred to a higher management level, which may include the President/CEO and/or CARE Canada Board of Directors.

Complaints System Flowchart (Illustrative)



Matter closed
If the complainant continues to be dissatisfied, the matter will be raised to higher levels of management for final determination.

Monitoring Complaints and Response Mechanism: Each year all country offices, regional units, members and the Secretariat will review learning from the complaints they have received and managed. Recommendations for improvement should be submitted to the Secretariat.