



Complaint Policy

Giving Hope Foundation is an independent, private and not-for-profit organization that respects a strict political and religious impartiality, and operates following principles of neutrality, non-discrimination and transparency, according to our core values of Creativity, Humility, Integrity, Fairness, Fun - which spell out an acronym (C-H-I-F-F).

In case of complaints we kindly suggest taking our complaint policy into account.

Article 1 – Definition of terms

The terms of this procedure are defined as follows:

1. Complaint: in the context of this procedure, a complaint is any written expression of grievance by or on behalf of a complainant regarding the service provision/working method of the Giving Hope Foundation in general or regarding the actions or negligence of individual members of the staff of Giving Hope Foundation, the management of Giving Hope Foundation or the members of Giving Hope Foundation's Board of Directors, that has not been corrected after initial steps to raise the complaint have been taken informally.
2. Complainant: any natural or legal person who files a written complaint. There are special procedures for complaints by members of the staff of Giving Hope Foundation.
3. Complaints Coordinator: the Chairperson Board of Directors, the Head of Programs, the Head of Administration, Head of Communications and Fundraising and/or the Chief Executive of Giving Hope Foundation are designated to act as Complaints Coordinators.

Article 2 – Who can submit a complaint

Any natural or legal person may submit a complaint.

Article 3 – Letter of Complaint

1. A complaint is filed by submitting a letter of complaint:

The Chief Executive Officer, Giving Hope Foundation
PO Box 40127, Kampala, Uganda
Email: nolbert@gh-f.org

2. The letter of complaint must be signed and should include at least:
 - a) name and address of the complainant;
 - b) the date of writing;
 - c) a description of the act/behavior complained about;
 - d) the reason why the complainant objects to this act/behavior.

Article 4 – Confirmation of receipt

The Complaints coordinator receives the complaint and will send it to the designated employee who is best equipped to handle the complaint. The assistant of the relevant department will issue a written confirmation of receipt of the letter of complaint and register the receipt of the letter in the complaint register within one working week. The confirmation of receipt will include information about the complaints procedure, the Complaints Coordinator that will handle the complaint and the time that will be required to process the complaint.

Article 5 – Period of processing and adjournment

1. The Complaints Coordinator responsible shall process the complaint within six



weeks from the date of receiving the letter of complaint.

2. The Complaints Coordinator responsible can adjourn the processing of the complaint for a maximum of four weeks. This adjournment will be communicated in writing to both the complainant and the person complained against.

Article 6 – Processing of the complaint

1. The complaint shall be processed by the Complaints Coordinator responsible. If the complaint concerns the conduct of the Complaints Coordinator, the complaint shall be processed by the Chief Executive of Giving Hope Foundation.
2. The Head of Communication and Fundraising is responsible, as Complaints Coordinator, for complaints that concern external communication and fundraising.
3. Head of Programs is responsible, as Complaints Coordinator, for complaints that concern projects and organisations involved in the implementation of projects supported by Giving Hope Foundation (project holders and partners).
4. The Head of Administration is responsible, as Complaints Coordinator, for complaints that concern financial transactions and administrative systems.

Article 7 – Investigation and hearings

1. In response to the complaint, the persons mentioned in article 6 of this procedure shall conduct an investigation into the facts of the act/behavior that is complained about (the hearing).
2. The complainant and the person complained against are offered the opportunity to put their cases to the Complaints Coordinator. To ensure the impartiality of the reporting, the hearing will be attended/read by the assistant of the relevant department.
3. Should the complainant and/or the person being complained about decline their right to be heard, no such hearing will take place.
4. To ensure impartiality, a report of the hearing will be drawn up by Complaints Coordinator and the staff member of Giving Hope Foundation involved in the hearing. This report shall be forwarded to the Chief Executive of Giving Hope Foundation, the complainant, the person complained about and the



Complaint Coordinator. A copy of the report will be filed in the complaints register. If the complaint concerns the conduct of the Chief Executive or a member of the Board of Trustees, a copy of the report shall be forwarded to the Board of Directors of Giving Hope Foundation, for the attention of the Chairman and the Secretary of the Board of Trustees.

Article 8 – Adjudication

The Chief Executive shall study the findings of the investigation and the report to make a judgment. If the complaint concerns the conduct of the Chief Executive, the judgment will be made by the Chairman together with the Secretary or the Treasurer of the Board of Directors of Giving Hope Foundation. If the complaint concerns the conduct of a Board member, the judgment will be formed by the other members of the Board of Directors.

Article 9 – Announcement of the judgment

1. The Complaints Coordinator will provide the complainant with a written and explanatory judgment based on the findings of the investigation, including the possible consequences thereof. The report of the hearings, as described in Article 7, will be attached to the judgment. A copy will be forwarded to the person complained about; copies of the judgment may also be sent to his/her superior and others involved in the investigation.
2. If the complainant is dissatisfied with the settlement of his/her complaint, he/she may turn to Giving Hope Foundation's Board of Directors, via the Board's Secretary. The Board will then assess whether the complaints procedure has been conducted in the correct manner.

Article 10 – Registration of the judgment in the complaints register

All judgments of processed complaints are recorded in the complaints register. This register is administered by the assistants of Giving Hope Foundation, at the office of Giving Hope Foundation in Kampala, Uganda.

