World Vision

World Vision process for welcoming and responding to **external complaints**

1. World Vision communicates the right to complain, what they can complain about, and how[1]

The complainant chooses the channel they can access and are most comfortable with

2. Complaint collected through various channels (both World Vision and external channels)[1]

🌐 Global whistle-blower 'Integrity and Protection Hotline'

Other global channels: safeguarding & info e-mail contacts shared at wvi.org

🏢 National level WV and external channels e.g. child protection hotlines (communicated on Office websites)

💬 Community-level feedback and complaints mechanisms (multiple mechanisms to cater for different groups, designed in consultation with communities to ensure they are contextually appropriate)[1]

3. Referral within World Vision (triaging misconduct allegations & programmatic suggestions)[2]

Programmatic suggestions are referred to project level

Misconduct allegations are referred to Global Centre IIM

Global Centre
Integrity and Protection Hotline cases overseen by senior level committees

Cases entered into Integrated Incident Management (IIM) system & managed by the relevant functional teams

National Office
Some Support Offices have complaints policies, focused on fundraising practices. They refer misconduct allegations into IIM

Project / Response Office
Offices will have their own complaints process flow

4. Complaint acted on at appropriate level and in line with relevant policy [2,3]

Misconduct allegations investigated, acted on according to timelines (referred as needed)

Feedback and complaints trends influence strategy & programme design

Relevant programmatic suggestions enable programme adaptation

5. Closing the loop through communicating outcome to complainant[1]

Closing the loop on misconduct allegations entails individual communication with the complainant. Outcomes of programmatic suggestions are either communicated individually, or if the concern is common to many community members, this can be included in the wider communications and informational provision that World Vision conducts.

References: 1. Programme Accountability Framework, 2. World Vision Partnership Code of Conduct, Safeguarding & Anti-corruption policies, 3. World Vision International Integrity and Protection Hotline Policy