



Complaints and questions procedure of ISA

General

This complaints and questions procedure sets out how ISA deals with complaints and questions it receives. The aim is to handle complaints and questions in a correct and clear way in a manner which raises the quality of the work and provides the organisation with an understanding of the number and contents of complaints and questions.

A complaint indicates that, in the experience of the client, something is or has gone wrong as regards a communication by or activity of ISA. A complaint can also provide information on how, according to the client, communication or activities towards clients can be improved. The client trusts that something will be done with his/her information and/or that the service will be improved.

A question indicates that there is lack of clarity on the side of the client. The client expects information, confirmation or denial.

A complaint or question contains important information about the client. After all, he/she is making the effort to respond and wants to tell ISA something or is asking for clarification.

The aim of the complaints and questions procedure is to respond to the client as far as possible, to satisfy him/her, to provide information and receive leads for the improvement of our service provision.

Procedure

1. Every complaint or question about a communication or activity of ISA will be dealt with by the department responsible for this communication or activity. Complaints or questions which are difficult to link to an activity are dealt with by the Finance & Management department.
2. Every complaint or question and their processing is recorded in the complaints and question overview; documentation in respect of a complaint or question is stored digitally. Both are organised at department level; every department has a complaints and questions coordinator who coordinates the progress of the processing of complaints and questions and liaises with the head of the department. Organisation-wide, the processing of complaints and questions is embedded in a working instruction.



3. The complaint or question will be dealt with as soon as possible but at the latest within ten working days, either in writing or by telephone. The client must in any event receive notification from ISA within five working days that the complaint or question is being dealt with and be provided with further information on timescale, processing procedure and contact details of the person dealing with the complaint or question.
4. The following basic principles apply within the complaints and questions procedure: respect for the other party's opinion, appreciation for the fact that the other party has made the effort to convey his/her complaint or question, careful processing of mistakes and correction of mistakes, and the giving of clear information. The client also always has the possibility of contacting the relevant employee for clarification of the process concerning the processing of his/her complaint or question.
5. If the client is dissatisfied with the treatment of his/her complaint or question, he/she can appeal in writing to the Director of ISA. This appeal will be dealt with by the Director within ten working days. The client must in any event receive notification from ISA within five working days that the appeal is being dealt with and be provided with further information concerning timescale, processing procedure and contact details of the Director of ISA.
6. The complaints and questions are reported to the management team of ISA once every three months in the context of the quarterly monitoring of the annual plan. The objective of is to test the functioning of the organisation, recognise and act on (structural) improvement signals and improve communication with the target group, supporters, clients or partners. The Heads of the Finance & Management, Programmes and Campaign departments prepare this evaluation in writing.