



**FEEDBACK / COMPLAINTS  
HANDLING POSITION PAPER  
(For External Stakeholders)**

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## **1. Statement**

The purpose of this position paper is to outline CBM's Feedback / Complaint Handling procedures regarding our Programme work for all external stakeholders. External stakeholders are defined as any person or group who is not employed by, or an associate member of CBM International and who is affected by an action or decision for which CBM is responsible.

CBM welcomes feedback on our operations and conduct as an organisation. All feedback, including complaints, is considered vital to CBM's value of Professionalism. The CBM Feedback / Complaints Handling Procedures enhance CBM's accountability to our stakeholders and ultimately strengthen our development work. CBM recognises that despite our striving for excellence, there will be areas of our work that require improvement. The CBM Feedback / Complaints Handling Procedures are a crucial part of identifying these areas, enabling CBM to learn from feedback/complaints and respond professionally.

## **2. Definition Feedback / Complaint**

Feedback is an opinion about CBM's programme work or service rendered by CBM. The nature of this opinion may be in the positive (a compliment), neutral such as a suggestion for improvement, or it may be in the negative (a complaint). For the purposes of this Position Paper the term feedback is considered as encompassing 'complaints'.

## **3. Parameters of CBM's Feedback / Complaint Handling Procedures**

CBM appreciates and values any feedback regarding an action for which CBM is responsible or is within our sphere of influence.

The CBM Feedback / Complaints Handling Procedures are in place for feedback relating to CBM's Programme Work.

Feedback on CBM's Programme work could, for example, include a concern regarding the quality of programme delivery, poor compliance with our policies and procedures, CBM's lack of action, or concern about the behaviour our staff, volunteers or contractors.

Feedback about CBM Fundraising, a CBM Member Association or an issue not directly related to CBM's Programme work should be provided through our general enquiries email address: [contact@cbm.org](mailto:contact@cbm.org)

Feedback is not:

- general queries about CBM's work
- requests for information
- requests for additional budget
- contractual disputes
- requests to amend records, postpone deadlines, transfer funds or goods

CBM reserves the right:

- to not investigate feedback that it judges as unfounded or frivolous.
- to change this position paper at any time

The Feedback / Complaint Handling Position Paper creates no independent legal obligations and no legal recourse in any court against a decision or action taken by CBM.

We strongly encourage that informal comments and concerns about CBM's overseas work and in relation to the projects we assist are raised with our staff or partner organizations as close to the activity as possible. They can respond immediately and they know the context.

#### **4. Process for providing Feedback**

Feedback i.e. compliments, suggestions or complaints can be sent to the e-mail: [feedbackprogramme@cbm.org](mailto:feedbackprogramme@cbm.org)

This email address is also provided on our international Website.

Feedback can also be provided in a letter sent by regular mail to:  
CBM e.V.

Programme Department  
Attn.: CBM Feedback Manager  
Stubenwald - Allee 5  
64625 Bensheim, Germany

Please always indicate your full name, relationship to CBM and contact information. If you want to provide a complaint, please include as much information as possible (who, where, when, what).

Note for reasons of fairness we do not accept anonymous complaints. We ask the complainant to provide name and contact details, as it would be inappropriate to accept evidence from an unknown source. Accepting anonymous complaints would make it difficult for CBM to assess the case, to find an effective resolution and record it.

Complaints should be provided within 3 months of the relevant incident. In exceptional circumstances CBM may be able to respond to a complaint that is older, although the passage of time may make it harder to resolve the complaint satisfactorily.

## **5. Principles of CBM Feedback / Complaint Handling Procedures**

What you can expect from CBM after lodging your feedback:

### **Timeliness**

CBM aims to respond to all feedback within 3 working days. This response includes seeking to make contact with you to acknowledge receipt of your feedback and update on the resolution progress.

CBM aims to resolve all complaints within one month of receipt. In the event that a complaint cannot be resolved within this timeframe the complainant will be informed about the progress made to date and when they can expect to receive further updates.

### **Confidentiality**

CBM understands that confidentiality is essential to the viability of any feedback system. CBM will record details of the complaint and complainant. Details regarding the complaint will only be provided to the department or individual within CBM with the relevant knowledge/expertise required for resolving the complaint. CBM will ensure the complainant details (specifically any identifying information) are securely filed and only accessible to the trained CBM Feedback Handling personnel. The complainant details will be used to make contact with the complainant to gather further information or update on the progress of feedback.

### **Mutual Respect**

Each complaint is to be addressed in an equitable, objective and unbiased manner. Everyone who makes a complaint to CBM will be treated with courtesy and respect. In return, CBM expects people who lodge a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, CBM reserves the right to withdraw or modify its complaints process.

### **Data Collection**

CBM will log and monitor all feedback that meet CBM's definitions as stipulated in section 3. The outcomes will be analysed to assist in the identification of systemic and recurring problems and/or potential improvements to service delivery.

### **Part of a learning process**

On a regular basis a report is to be generated that provides all relevant non-confidential information relating to received feedback. The report will be reviewed to ensure learning and facilitate continual improvement.

### **Resources**

CBM has committed resources to ensure CBM Management, staff, volunteers and partners are aware of CBM's commitment to receiving, responding and learning from feedback. CBM resources are also allocated for the training of specific staff to respond to feedback according to CBM's Feedback / Complaint Handling Procedures.

## **6. Working with Partners**

Feedback / complaints handling is an integral part of CBM's programme work. CBM expects all our partners to have or be in the process of developing a feedback / complaints handling system or have similar arrangements. CBM will support partners to develop or strengthen their feedback / complaints handling guidelines and procedures on a case by case basis.