

Complaints Form Template

Please complete this form or adapt it to your needs, as necessary, and submit it to your nearest designated Safeguarding and Complaints Focal Point or email to: complaints@worldrenew.net.

All complaints related to fraud, corruption, sexual exploitation and abuse, discriminatory treatment and other forms of misconduct will be held securely and handled strictly in line with applicable confidentiality, reporting and investigation procedures.

A: General Information

Name of person and/or organization making complaint: _____

Gender (optional): _____ Age: _____

Email: _____ Phone: _____

Address: _____

B: Description of Complaint/Problem/Concern

Name of person, organization, and/or project that the complaint refers to: _____

Date of incident: _____ Time of incident: _____

Place of incident: _____

Brief description of incident: _____

C. Witnesses

Name of witness(es) and how they can be contacted (if relevant): _____

D: Describe any Action Taken. Please include information concerning whether this complaint has been logged with other organizations and any action taken, any medical assistance or psychosocial care that has been provided, and whether a report has been made to the police, if relevant.

E: Third Party Referral. Please state if you consider there is a need for a referral, for example, to provide some form of medical, psychosocial, or legal support for the individuals involved.

F: World Renew Response. State what kind of response you expect from World Renew and/or how you wish the matter to be resolved.

Name: _____

Signature: _____

Date: _____