

THE PRIMATE'S WORLD RELIEF AND DEVELOPMENT FUND

Complaints Procedure

1. Introduction

The Primate's World Relief and Development Fund (PWRDF) promotes accountable and transparent ways of working with all stakeholders. It encourages its staff and partners to address stakeholder concerns quickly and effectively so that issues are resolved to the satisfaction of the concerned person(s) and do not progress to the level of a complaint.

In an effort to achieve high quality, PWRDF strives to meet and even surpass the expectations of its stakeholders, i.e., the PWRDF constituency, PWRDF partners, communities with whom PWRDF partners work, donors, and the public. There may however, be occasions when PWRDF does not meet the reasonable expectations of all stakeholders at all times. PWRDF stakeholders have the right to raise concerns, give feedback and, if necessary, lodge a complaint when this occurs.

PWRDF aims to ensure that complaints are addressed fairly, appropriately, and in a timely manner. Complainants have the option of escalating their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.

PWRDF annually submits to the board a synthesis report of the types of complaints received and the status of their resolution.

2. Lodging a complaint

A complaint should be lodged as soon as possible after the complainant becomes aware of the concern. Complaints can be submitted verbally (in person or by phone) or in writing.

Written complaints can be submitted by:

- e-mail: complaintsbox@pwrdf.org
- fax: (416)924-3483, Attention: Director, Finance and Administration
- post: The Primate's World Relief and Development Fund
80 Hayden Street, Toronto, ON M4Y 3G2
- phone: 1-866-308-7973
(416)924-9199, ext. 206 (Director, Finance, Administration and Operations) or
(416)924-9199, ext. 264 (Executive Director)

3. Confirmation of receipt of complaint

The complainant shall receive confirmation of receipt of the complaint, where possible, within two (2) working days after PWRDF receives the complaint. The email, letter or phone call to the complainant acknowledging receipt of the complaint shall include the following information:

- when and how the complaint was received;
- how PWRDF plans to address the complaint (process);
- the name of the person responsible for handling the complaint;
- the name of the person to contact with questions or feedback

4. Feedback on the investigation's outcome

PWRDF will communicate the preliminary outcome of an investigation to the complainant(s), where possible, 10 working days after acknowledgment of the complaint. In complex or exceptional cases, the investigation period may take longer. The complainant(s) will, however, be informed if the investigation timeframe is extended due to circumstances beyond PWRDF's control.

Please click [here](#) for the PWRDF Complaints Policy.