

## Complaints Procedure

Happy Watoto Foundation, Tanzanian homes & schools (Happy Watoto) strives to treat its relationships carefully, however unintentionally mistakes can be made. Happy Watoto regards a complaint as a signal with which we can improve our organization and takes complaints very seriously.

If you want to express your discontent with the work of the organization or the conduct of an employee or volunteer, then the barrier must be low for you. Our employees are expected to flag and pick up your discontent: they should recognize your dissatisfaction as a complaint. They must carefully handle the message that you want to give. Your complaint will be treated confidentially. Finally, we find it important that there is speed in how we deal with your discontent, that we also carefully check whether and what we need to improve, and that we give you feedback.

### **Submit complaint to :**

You can only submit your complaint in writing:

Happy Watoto Foundation  
Zonnegaarde 77  
2381 LK Zoeterwoude  
The Netherlands

Or reach us by email at: [info@happywatoto.nl](mailto:info@happywatoto.nl)

### **Handling of the complaint**

All complaints end up at the Happy Watoto office and are registered. We strive to handle complaints within 10 working days. If more time is needed for this, you will be informed.

If you are not satisfied with the handling of your complaint, you also have the option of submitting the complaint to the Central Bureau for Fundraising (CBF). The CBF supervises the functioning of charities in The Netherlands. Happy Watoto is a charity recognized by CBF. The CBF will only deal with a complaint if you have previously submitted it to Happy Watoto.