Improvement Analysis
SOS Children's Villages International
November 2016

Collecting and analysing feedback and complaints (NGO2)

Specific feedback and complaints mechanisms are in place for the following areas: Child safeguarding (including a new page on the international website with reporting form), fraud and corruption, and complaints related to sponsorships. Urged by the Panel, SOS has started in 2015 to formalise an easy-to-use feedback system for all other external complaints (e.g. programme quality, advocacy, fundraising, or staff misbehaviour). Pilots will take place in 2016 at the General Secretariat and 6 member associations. It is important to move this practice to the entire federation as soon as possible. The working paper includes time frames, clear responsibilities; however, escalation steps could be more elaborate. Initial uptake and results have been positive – the Panel looks forward to learning more about the practical implementation and evidence-based data in the next report.

SOS does not share numbers and different kinds of complaints received in 2015 and no information is provided on their resolution. Have there been any complaints received from the community / beneficiary level and how were these addressed from SOS? It will be important to close SOS' whole feedback cycle.

Actions taken

Identifying and tracking incidents of corruption (SO4)

Quarterly Corruption Case Reports are discussed among the management team and International Senate. The ICL unit will further summarise all data in an Annual Corruption Case Report which seems like a commendable approach. Since the report states that this report was published in summer 2016, the Panel would appreciate direct links in future reports.

The answer omits information, details or figures on any incidents of fraud in relation to SOS' headquarter in 2015. As mentioned in the last report, the Anti-Fraud and Anti-

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Corruption Guideline is the point of reference for actions to be taken in the case of corruption.

Actions taken

Ethical fundraising and communications (PR6)

As in previous reports, SOS provides comprehensive information on strong policies and processes in place to ensure ethical fundraising – e.g. Fundraising Manual, Brand Book, Child Protection Policy, or Sponsorship Handbook. SOS applies these practices with donations received from third parties and publicises all institutional and corporate partners in their International Annual Report. As also mentioned in NGO6, SOS has developed a policy support document to ensure consistency in the application of an ethical approach to developing corporate partnerships.

However, it will be crucial to report in the future if there were any complaints or breaches about the mentioned fundraising activities in 2015, and how they were resolved.

Actions taken