

Barcelona, 18th January 2013

Dear INGO Accountability Charter and Independent Panel,

First and foremost, we would like to thank the independent panel for its invaluable feedback, which helps organizations like ours improve our transparency and accountability to our stakeholders.

We have taken the panel's comments and recommendations into consideration and have begun working towards improving our performance in accordance with the Charter's mandatory requirements and with the highest possible levels of accountability.

We agree with the Charter and the panel that a "well functioning complaints handling mechanism is the backbone of any serious accountability initiative", and we are aware that Intervida must improve and expand our mechanisms for handling both internal and external complaints.

We would like to reaffirm our commitment to the INGO Accountability Charter and our stakeholders, and we request that you kindly consider the following comments regarding Intervida's accountability:

- We are working to implement more complete mechanisms for handling internal and external complaints, in addition to the one which is already in place.
- We have been working hard over the last 5 years to implement an internal control system and will continue to do so in the future.
- We are developing an anti-corruption policy and a code of good governance.
- We will include more in-depth evidence of our policy implementation, as well as more examples of Intervida's performance, in our next report.

We hope that with these changes, we will be considered for full membership in the next reporting period.

Sincerely,

Josep Maria Faura

Director General, Intervida

