

Oct. 31, 2019

Dear Independent Review Panel members,

Thank you so much for the reviews on TFCF annual reports and all the feedback you provided to make us more accountable and transparent. Due to the official visit in Vietnam, I am sorry for being unable to attend the meeting. My staffs, Carol and Tina, reported the meeting to me and I appreciate those suggestions which help us find out the areas to be improved. We also appreciate the panel's acknowledgement of our progress on ensuring privacy rights and protecting personal data. We will keep on doing it to make sure it will remain accountable.

Based on the follow-up call with Chilufya and Ezgi, there are some specific points raised during the call which I would like to respond to at this letter:

**TFCF's success indicators:** Due to the language, the attachment we provided with the report was Chinese. The Panel was unable to clarify if TFCF has the indicators for our work. Therefore, I will assign my staff to translate the key points into English in our next report. However, this is also an issue we need to keep in mind that it is better for us to translate the essential document into English. Otherwise, it is hard to get our meaning across to the Panel.

**TFCF's internal and external complaints mechanism:** TFCF has established a dedicated line for internal complaint which is responded by the Deputy CEO. All the issues will be handled confidential and privately. The contact information is shown below:

Line telephone: 04-22061234 extension 301 (Deputy CEO)

Fax telephone: 04-22018296

Dedicated mailbox: Taichung City Post 65-65 mailbox

E-mail [liu5338@ccf.org.tw](mailto:liu5338@ccf.org.tw)

For anonymous letters, if there are specific matters, they will be cautiously verified to protect the rights and interests of both parties and follow up with the results of the verification.

As for the external complaints policy, as mentioned in Panel's feedback and referring to other NGO's reports, we will make the process easier not much burden for those who want to submit their complaints. The related departments will discuss this issue and will make both internal & external complaints mechanism more user-

friendly with more confidentiality. This is one thing we will make the improvement in the future.

**The diversity and inclusion in their programmes:** There is one thing we need to clarify and sorry for the misunderstanding. The quota we mentioned during the skype meeting was about the quota for the employment which is implemented based on the Article 38 of [People with Disabilities Rights Protection Act](#) issued by Ministry of Health and Welfare. In fact, in our program, there are no restrictions on gender or minority groups. We act based on the concept “Where there is a child in need, there is TFCF”. The number we serve is only related to the budget of the program.

This year, we are happy to be moved to the biennial reporting cycle. We know that there is still so much we need to make improvements for our organization accountability. In our next report, we will submit more details and make the necessary translations. Thank you.

Yours sincerely,

Betty Ho

CEO

Taiwan Fund for Children and Families