



Accountable Now
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3rd September 2019

Dear Accountable Now Secretariat

Re: Response to the Independent Review Panel Feedback

Thank you for the feedback from the Independent Review Panel on our Accountability Report 2017/2018, together with the valuable telephone conversation with my colleagues to run through the feedback given on behalf of the Secretariat.

We thank you for your positive feedback, and we are pleased that the Independent Review Panel felt that our report was again comprehensive, engaging, and demonstrates a strong commitment to dynamic accountability, learning and growth. This type of exercise is invaluable for us as an agency, and we thank the Secretariat and the Panel for your time and insight shared in this process.

Regarding the areas for improvement discussed during the feedback call, I am happy to confirm that:

- 1. Complaints handling mechanisms.** A live form is now on our [website](#) through which complaints, compliments and feedback can be submitted. The form clarifies our definitions for the three categories and outlines expected timeframe for our responses. The form and the email address feedback@restlessdevelopment.org are regularly checked by our Compliance Manager. We have decided to push our commitment further by launching a communications campaign on social media to promote this mechanism globally.
- 2. 360 review of the CEO and board review.** In 2017/18 we transitioned CEOs. As such our outgoing CEO did not receive a 360 review, and in agreement with our board chair, we waited to run my full 360 review until I had completed my first full year in post. I can confirm that I have since received my first annual performance review in July 2019, conducted by our Board Chair, which included an extensive range of 360 input from colleagues. Restless Development is committed to conducting

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Executive Management

Chief Executive:

Perry Maddox

Business Director:

Gemma Graham

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James Sole

People Director:

Christina Lewis

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Katie Rowberry

Director of Programmes:

Ed Francis

Operations Director:

Kate Muhwezi



a Board review biannually and is therefore planning to run this process in the 2019/20.

3. Governance Structure and Recruitment of Trustees: We are currently developing a global Diversity and Inclusion strategy that will look at all layers of the agency. This strategy has been informed by the expertise of one of our global Trustees who is an expert specialist in diversity and inclusion. The strategy will be finalised in our coming Directors Conference with action plans bespoke to each of our county offices running from early 2020.

I would like to reiterate Restless Development's commitment to not just improving all the areas identified in the review, but in continuing to champion dynamic accountability and to pushing ourselves as an agency. We look forward to our continued partnership with Accountable Now in this continuous journey of growth and learning as an accountable agency.

Yours sincerely,

Perry Maddox
Chief Executive Officer

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