

INGO Accountability Charter
c/o International Civil Society Centre
Agricolastraße 26
10555 Berlin, Germany

Innsbruck, 24 January 2014

Response to Independent Review Panel Feedback of 20 December 2013

Dear INGO Accountability Charter,

Thank you for the Independent Review Panel's assessment of our report. We appreciate the detailed feedback and are very happy that SOS Children's Villages has been accepted as a Full Charter Member.

We are pleased that the panel saw that our processes for stakeholder engagement and ethical fundraising were seen as good practice.

As you suggested, we intend to use the Charter as a tool for organisational improvement. Areas where the requirements were 'Partially addressed' or 'Not addressed' by our report will be explicitly examined at the highest levels in our organisation, including the Management Council (a new body comprising the chief management team and representatives of member organisations) as well as the International Senate, and appropriate measures to improve compliance with the Charter will be pursued.

We will prioritise several areas in 2014. In particular, we will address the need to improve the Feedback and Complaints Handling Process. We are already in the process of reviewing and strengthening our advocacy approach, and the panel's feedback in this regard provides us guidance and added impetus. Unfortunately, our next report (for activities in 2013) will hardly reflect these new efforts, but they will of course be covered in the report we submit in 2015.

Other areas that the panel helpfully identified cannot be addressed immediately, but we will do our best to take initial steps in the right direction, and these will be attended to in 2015 and subsequent years.

As this was our first year in reporting to the INGO Accountability Charter, the panel's feedback in terms of drafting next year's report will be very useful.

Yours sincerely,



Richard Pichler
CEO/Secretary-General