



Accountable Now
c/o International Civil Society Centre
Agricolastraße 26
10555 Berlin, Germany

Innsbruck, 30 January 2017

Response to Independent Review Panel Feedback of 02 January 2017

Dear Accountable Now Secretariat,

We would like to thank you for the independent review panel's feedback on our 2015 accountability report. The panel's time and effort invested in developing the feedback is highly appreciated. We are happy that the panel found our 2015 accountability report again to be good and comprehensive, and that it has improved from the previous year. We appreciate that the panel highlights that previous recommendations have been thoughtfully considered throughout the report and that valuable evidence has been provided.

Overall we value very much that we can now move our reporting intervals to a two-year cycle. The panel commended SOS for a transparent and honest reflection on areas of improvement. We are committed to continue deepening this reflection. In this letter, we want to briefly address the major areas for improvement as mentioned by the panel:

Collecting and analysing feedback and complaints (NGO2) including complaints about fundraising activities (PR6)

As described in our report, in 2016 we were piloting a feedback and complaints handling process for all external feedback and complaints not covered by other processes (e.g. programme quality, advocacy, fundraising, staff misbehaviour) in the General Secretariat and six member associations. In our next report we will share the results of the pilot phase including actual data on numbers of complaints or other comments and how they were resolved. Based on the learnings from the pilot phase, we will improve the feedback and complaints handling mechanism in 2017 and roll it out to further member associations.

Identifying and tracking incidents of corruption (SO4)

As further outlined in our 2015 Accountability Report, in 2016, the new Integrity, Compliance and Legal unit compiled federation-wide data collected from reported allegations of corrupt conduct, and the data was summarised in the first-ever Annual Corruption Case Report covering data from the year 2015, including a statistical analysis of the figures from 2010 (the year our Anti-Fraud & Anti-Corruption Guideline was enacted) through 2014. This is an internal document only. It is intended to make a version of the Annual Corruption Case Report available in the future for external audiences, in a format suitable to such readers. When this external version is finalised, we will be glad to share it with the Panel. In 2015, there were no reports of alleged corrupt conduct in relation to the General Secretariat.

Thank you once again for the very much valued feedback and many thanks also to the Charter Secretariat for the good cooperation throughout the year.

Yours sincerely,

Norbert Meder
Chief Executive Officer

Carsten Völz
Chief Operating Officer