

Improvement Analysis Sightsavers

August 2018

Main likes/dislikes from stakeholders and organisation's response (E3)

Key positive as well as critical feedback from donors is highlighted in the response. Sightsavers' donors have had positive responses to programmes where beneficiaries' personal stories are highlighted, particularly the transformational impact on their lives. Donors also appreciate Sightsavers' efforts in creating sustainable programmes, and in disaggregating data by gender, disability, age and poverty level, and sharing these findings.

Feedback from a donor in 2017 about how Sightsavers could reach more women in their eye health projects was taken on board, and Sightsavers has taken the issue up with country office teams.

Similar information about feedback from Sightsavers' stakeholders on the ground – i.e. beneficiaries and partners – was missing, and the Panel requests an update on this in the next interim report.

The report also outlines the ways in which Sightsavers incorporates the views of internal stakeholders and partners into its work. This includes evaluation report reviews with country staff and partners, and seeking feedback from evaluators to adjust processes and improve relations. Are there any key findings Sightsavers could highlight in the next full report?

Stakeholders support your advocacy work and value changes achieved (F2)

In the response, the example of Sightsavers' Put Us in the Picture campaign is provided, where members of the public were invited to take actions such as signing petitions and contacting parliamentary candidates. As stated under E2 above, Sightsavers engages communities and beneficiaries in the research it conducts as well as in project design.

However the links between the different stages could be clearer. How does community-led research shape Sightsavers' advocacy positions? How are beneficiaries consulted on the actual advocacy development? Are these people



then empowered to take action as well (in addition to the calls for action to the general public)? In the next full report, the Panel requests more details on how key stakeholders/beneficiaries are involved throughout the advocacy planning, implementation and evaluation process.

Complaints handling mechanisms and overview of complaints (internal and external) (J3)

Sightsavers' [Complaints Policy](#) for external complainants covers the definition of a complaint, the process including response times and escalation options, and contact details. The complaints handling procedure follows the principles of the UN's '[Protect, Respect and Remedy](#)' framework.

Section 4.2 of Sightsavers' report includes more information on the complaints process, and the Panel notes that complaints influence Sightsavers' approach to assurance.

It is stated that no complaints were received from programmes at country level in 2017, but that a review of the process determined that the mechanism should be strengthened in 2018 to ensure complaints are not missed. The Panel considers it highly unlikely that there have been no complaints of a programme nature in any country and looks forward to an update on efforts around this, including how Sightsavers makes its complaints policy known (beyond its publication on the website) in the next interim report. The Panel would also like to see information on non-fundraising related complaints received at international level (e.g. those not related to fundraising or country programmes) in the next interim report.

An overview of fundraising related complaints is provided, broken down by fundraising category. It is stated that all complaints were resolved satisfactorily by the Customer Care team.

Section 4.2 of the report also describes complaints mechanisms for internal stakeholders – the [Grievance Policy](#) and [Whistleblowing Policy](#), as well as guidance around acceptable behaviour in the [Discrimination, Bullying, and Harassment Policy](#). One complaint was made through the grievance process in the reporting period and resolved satisfactorily. Were there any complaints under the whistleblowing process?