

Improvement Analysis CIVICUS February 2020

Monitoring of progress and re-allocation of resources (I2)

The report refers to a Board Finance Committee - the Panel would like to know more about the role of this committee, and how it is involved in resource monitoring and (re)allocation. There is also mention of a new accounting system, launched in November 2019, which will make the Secretariat's financial activities more efficient and fit for purpose. The Panel would also like to know more about this. In general, information is requested about the tracking of spending against strategic objectives, and how much flexibility there is to reallocate funds or change project design throughout the year. The Panel requests that CIVICUS share this in the next interim report.

The report shares that a new [Membership Solidarity Fund](#) was rolled out in 2018-19. The fund is composed of the annual membership contributions, and a Membership Advisory Group consisting of alliance members decides how the fund is disbursed. This ensures that members are involved in decisions around how money is spent, which the Panel notes positively. Some more information about the Fund is requested in the next report - there is mention of reviewing member applications; do the funds go to CIVICUS members' projects or initiatives?

Finally, the report describes CIVICUS' standing annual donor coordination meetings, which allow for coordination and strategic alignment among the differently funded projects and initiatives. Donor Coordination Guidelines are in place to harmonise reporting formats, timelines, and expectations. The Panel finds this to be a good approach, and would welcome any examples of key outcomes of these coordination meetings.

Protecting confidentiality and anonymity of those involved in complaints (J5)

Although the report does not really explain CIVICUS' approach to confidentiality and anonymity in external complaints, the [Feedback Response Policy](#) states that "confidentiality relating to the complaint will be safeguarded so far as reasonably practicable, including the person(s) to whom any complaint is addressed," and the



online [feedback submission form](#) allows for anonymous submission. In the next report, can CIVICUS share more information on how confidentiality is safeguarded when handling complaints?

As mentioned above, plans to allow for anonymous submission of internal complaints have been postponed. The Panel would like to know when CIVICUS plans to continue looking into this.