



09 / March / 2020

Dear Members of the Independent Review Panel,

Thank you very much for the constructive feedback on CIVICUS' Accountability Report 2018-2019. We find the detailed assessment very helpful, in particular where it points us to look for further inspiration such as Sightsavers' approaches to learn from their successes and failures.

As I hope was evident in this recent report, CIVICUS has put a lot of energy and resources into the implementation of our Accountability Framework, i.e. prioritising organisational learning, and structuring our internal processes and workflows in ways that strengthened internal collaboration and accountability – while being responsive to the voices of the wider CIVICUS Alliance. We are thus pleased that you commend several areas in the report as “good practice” (e.g. CIVICUS' approach to diversity and inclusion, or how we engage stakeholders in our advocacy work) and spot improvements from previous reports.

We note the suggested areas for improvement and will provide more information in the next interim report for 2019-2020 on how CIVICUS monitors progress and allocation of resources per strategic goal, as well as how we ensure confidentiality when handling (anonymous) complaints. We also plan to make more existing policies and documents publicly available on our website, particular those on staff code of conduct and disciplinary procedures, whistleblowing, internal grievances, child protection, anti-discrimination and harassment, and fraud as recommended by the Panel.

Finally, we would like to clarify for section I1 of the Panel Feedback (p. 20) that CIVICUS is currently only required to report against the International Aid Transparency Initiative (IATI) for its grant by the Dutch Ministry of Foreign Affairs (i.e. not for other grants or income received).

The Senior Leadership Team, together with the Impact & Accountability Cluster, will develop an action plan based on the recommendations made in your feedback letter. Please let us know if you require any additional information from our side.

Sincerely,

A handwritten signature in black ink that reads "Lysa John Berna".

Lysa John Berna
(Secretary General, CIVICUS)

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