

ACCOUNTABLE NOW

Statement on complaints against Accountable Now Members

*This statement explains Accountable Now's approach to complaints relating to its [member organisations](#). For feedback or complaints about the work of Accountable Now, its staff or other affiliated persons, including the Independent Review Panel, or Board, please use our **Accountable Now Feedback and Complaints Policy**.*

Accountable Now's members are responsible for developing and maintaining their own feedback and complaints mechanisms, and responding to any feedback or complaints received in line with their own policies. Accountable Now is not able to receive or investigate complaints against members or mediate in their resolution.

Accountable Now is committed to supporting our [members](#) in being transparent, responsive to their stakeholders, and focused on delivering impact. Our members endorse our [12 Accountability Commitments](#) when they join us, and report to us annually on how they are implementing and upholding these commitments. Members' accountability reports, together with feedback from our Independent Review Panel, can be found [here](#). We expect our members to share with us in these reports any challenges or setbacks they may experience, so that we can advise and assist them in improving their accountability practices.

Having a functioning feedback and complaints mechanism is a key requirement for Accountable Now members, as mentioned in our [membership criteria](#). Our minimum expectations and some examples of strong complaints mechanisms can be found in our [reporting guidance document](#), points J3 and J4.

If you have any concerns about our members' accountability practices – internal or external – please use the member's own feedback/complaints mechanism to raise the matter with them directly. Information about our members' mechanisms can be found on their websites, often under their accountability or "contact us" page. If you are unable to find a member's complaints mechanism we are happy to point you to the relevant channel.

If, however, you have used a member's feedback or complaints mechanism and believe that it is not functioning, you are welcome to bring this to our attention. We can flag the issue with the relevant member and take the information into account when reviewing their accountability report (specifically the sections about their complaints mechanisms). Please note that this relates only to concerns about the usability/process of the mechanism, and not the decision or



outcome you received. We are not able to look into the details of specific complaints or concerns, and are not in a position to review complaints if you were not satisfied with the outcome.