

December 9, 2022

Response to Feedback from the Independent Review Panel (Review Round October 2022)

Dear Simon, Charlie and Bao Han,

We are always grateful for your support to keep members like us to be more accountable. It's been 7 years since we joined Accountable Now and we have learnt so much through Panel's feedback to our annual reports. We understand that it's really a tough job for Panel to review the reports. We all thank you for taking your precious time to do the review and the follow-up call. Based on the feedback and follow-up calls, TFCF has gradually made the changes, such as the additions of anti-bullying and anti-discrimination content to our policy, the minimizing negative impacts on stakeholders and safe working environment, etc. It's our goal to be well equipped to serve those in need.

Through the follow-up call, we understand that we will receive the Improvement Analysis for the next interim report after the discussion of key aspects of Panel's feedback and the clarification of questions. As for those questions listed in Panel's feedback, A2, A3 and J3, the actions will be taken as follows:

**A2 & A3:** We do have some certain indicators. We will consult with related information and refer to your feedback and the good example from Restless Development's Results Framework to finalize the indicators as a whole for the organization. We will try to translate into English which will be easy for the Panel and stakeholders to understand our plan. As for the progress and difficulties, they will be responded in our next interim report as well as the involvement of the stakeholders.

**J3:** Regarding to the external complaints, by the end of this year, we will have a TFCF Customer Service Team which will start running from the beginning of the next year. Although it's a trial run, it will be helpful to collect more related information of complaints.

I also appreciate Panel's kind reminding. It is important that indicators are not applied to prove to the Panel, but how they are used within the organization. In addition, the language inclusion is something we need to be aware when we are doing the translation in other countries. We know that we should avoid the words



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that might be considered to exclude particular groups of people, or express that are sexist, racist, or biased, prejudiced to any people. We will keep them in mind while providing our services to our stakeholders.

In our next interim report, we will provide more details of our updated improvements in the areas (A2, A3, D3, E2, J3) in order to better meet our stakeholders' needs. Thank you.

Yours sincerely,

Rick Chou

CEO

Taiwan Fund for Children and Families

