

## Feedback and Complaints Regarding Money for Madagascar's Programmes

Money for Madagascar welcomes feedback from anyone who is impacted by our projects. If you are a community member or group linked to one of our projects in Madagascar and you feel unable to give feedback through our local partners or local Madagascar office, you can contact us directly.

Please email us in French or English at [admin@moneyformadagascar.org](mailto:admin@moneyformadagascar.org) for any of the following reasons:

- You believe a beneficiary of one of our projects might be at risk. If you have concerns that MfM's Code of Conduct or Safeguarding Policy has been breached, please inform us immediately.
- You have a suggestion about how we could improve an existing project or service which you are linked to.
- You want to make a complaint about MfM's work.
- You would like to give us a compliment regarding our projects.

We will respond within five days of receiving your email and aim to resolve your issue within one month, unless your concern is around someone that is at risk, in which case we will fast-track this. Please provide as much detail as possible. Your feedback will be treated as confidential and generally shared only with the MfM staff members addressing the issue. However, safeguarding concerns may need to be shared with local authorities responsible for protecting individuals and investigating such matters.

MfM uses the feedback we receive to enhance our projects and operations.

### Our commitment and vision:

MfM's vision is for all communities in Madagascar to live with dignity, free from poverty, and in harmony with the environment.

For almost four decades, we have established a solid reputation based on trust in our high standards and impactful outcomes. We are dedicated to being transparent in all aspects of our governance, operations, and financial management, ensuring that our donors, supporters, and partners have confidence in our wise and effective use of resources.

To help us achieve our vision, we welcome all feedback – positive or negative – as it helps us improve our activities and procedures. We take complaints seriously and see them as opportunities for growth. Comments can relate to any aspect of our work, including programmes, publications, campaigns, fundraising activities, or staff, consultants, and volunteers.

MfM's feedback policy can be found here: **MfM's** Community Feedback policy (English)

### How to Provide Feedback or Make a Complaint

If you have feedback or wish to make a complaint, you can:

- Call us at +44 (0)7956 147 316
- Email us at [admin@moneyformadagascar.org](mailto:admin@moneyformadagascar.org)
- Write to us at:

Money for Madagascar,

Langthwaite House,

Lancaster LA2 9EB

Please provide as much information as possible and let us know how you would like us to respond, including relevant contact details.

### Response Time

You will receive an acknowledgement of your complaint within five days. We aim to respond fully to all complaints within one month, and wherever possible, we will get back to you sooner. In complex situations

requiring more time, we will investigate thoroughly and keep you informed of our progress. If it will take longer than one month, we will notify you.

### **Our Commitments**

- Address concerns and correct mistakes promptly.
- Treat you with courtesy and respect.
- Take your feedback seriously.
- Maintain confidentiality at all times.
- Keep you informed about our progress.
- Provide a prompt response.
- Offer a clear explanation or apology when we have made mistakes.
- Learn from our mistakes and use them to improve.

### **When We Might Not Respond**

While we take feedback and complaints seriously, there may be rare occasions when we choose not to respond, such as:

- If a complaint is unrelated to MfM's work.
- If a complaint has already been addressed but continues to be pursued unreasonably.
- If the complaint is abusive, prejudiced, or offensive.
- If the complainant is harassing staff.
- If the complaint is incoherent or illegible.
- We cannot respond to anonymous complaints, but we will investigate and use the information to improve where possible.

Thank you for your feedback and for helping us to continually improve our work.



