

## World YWCA Statement on Complaints against World YWCA Member Associations

This statement explains World YWCA's approach to complaints relating to its Member Associations (MAs). For feedback or complaint about the work of World YWCA, its staff or other affiliated persons, including the Board, Nominations Committee and global governance bodies' members, please use our **World YWCA Feedback and Complaints Policy**.

World YWCA affiliated MAs are accountable for mutually respectful, open, collaborative and transparent communication with and feedback from their local member associations, internal and external stakeholders and general public; in compliance with World YWCA values and policies, the association's policies and country regulations for non-governmental organisations.

**MAs 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. World YWCA is not able to receive or investigate complaints against MAs or mediate in their resolution.**

Each YWCA is accountable to certain groups in its country or community. The YWCA as a membership organisation has an accountability to its members (branches and individual members) at the first level, then to the community (village, city or country) in which it is located, and to the donors who financially support the programmes and work of the association. As a member of the World YWCA, an association also has an accountability to its sister members in the World YWCA movement.

World YWCA is committed to supporting our MAs in being transparent, responsive to their stakeholders, and focused on delivering impact. The YWCA name carries a level of credibility and quality as stated in its values and as practiced over a long history in many countries around the world.

As an affiliated MAs to the World YWCA, a YWCA MAs has a constitutional requirement to "be in substantial compliance with Standards of Good Management and Accountability (SGMA) approved by the World YWCA"<sup>1</sup>. Therefore having a functioning feedback and complaints mechanism is a key membership requirement. World YWCA expects MAs to annually report their compliance with the conditions of affiliation, including substantial compliance with the SGMA, including any challenges or setbacks MAs may experience, so that the World YWCA can advise and assist MAs in improving their accountability practices.

If you have any concerns about World YWCA MAs' accountability practices – internal or external – please use the MA'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 MA's complaints mechanism we can try to direct you to the relevant resource or channel.

If, however, you have used a MA's feedback or complaints mechanism and believe that it is not functioning, you are welcome to bring this to the attention of World YWCA. We will flag the issue with the relevant MA and take the information into account when the World Board review their compliance with World YWCA conditions of affiliation. Please note that this relates only to concerns about the usability/process of the mechanism, and not the decision or outcome you received. World YWCA 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.

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<sup>1</sup> Conditions of Affiliation: Article 10 e, [World YWCA Constitution](#)