



Integrity & Complaints

This is what we said in our policy plan 2021-2023 on integrity and complaints so far:

Integrity

Integrity means for us that:

- We act according to our values. Those include:

- **Trust:** We work towards open and equal relations, with and between donors and partnering NGOs.
- **Transparency:** Meaningful reporting, open conversations and having the NGOs' unfiltered and unedited updates on our website.
- **Equality:** We work on same mission as the partnering NGOs but take up different roles, with the NGOs leading local solutions.

- We prevent conflicts of interest in our work. This is how:

- Having a minimum of three board members.
- Only two board members together can represent the foundation on legal issues (i.e. shared authority).
- Persons who have a financial benefit from iMPACT direct cannot be elected as a board member. And board members who will get a financial benefit from iMPACT direct because of changing circumstances have to step down as a board member.

- We prevent misuse of financial resources. This is how:

- Both the treasurer and chair access the bank account for regular payments and transfers to NGOs.
- Irregular expenditures or additional larger expenditures (>€100) are discussed in the board meeting before done.
- Per campaign iMPACT direct publishes on the website how much was raised and how much was transferred to each respective NGO. After implementation the NGOs report on the website to the donors how the donations were spent.
- The financial annual report is audited by our Audit Commission.

Moreover, we discuss our plans, learnings and successes with NGOs (through calls) and donors (mostly on our website and at our socials).

Complaints

As a starting organisation, we do not have elaborated policies on integrity yet. We will start developing one on issues that are relevant and could potentially occur, looking at steps involved in an integrity actions: prevent it, see it, report it, take action to solve it. It would also be a conversation to have with the partnering NGOs – how they go about in their work – and if relevant it could become part of the Technical Assistance services – and walk together in that.

Until that time integrity issues and complaints can be reported to the chair through info@impactdirect.eu.