

COMPLAINTS PROCEDURE

Happy Watoto Foundation, Tanzanian homes & schools (Happy Watoto) strives to treat its relationships carefully, however unintentionally mistakes can be made. Happy Watoto regards a complaint as a signal with which we can improve our organization and takes complaints very seriously.

If you are dissatisfied with the handling of your personal data, or matters relating to communication, actions, fundraising activities or conduct of Happy Watoto, please let us know.

Submit complaint to :

You can only submit your complaint in writing.

By mail: Happy Watoto Foundation
 Zonnegaarde 77
 2381 LK Zoeterwoude
 The Netherlands

By email: info@happywatoto.nl

Handling of the complaint

All complaints end up at the Happy Watoto office and are registered. We strive to handle complaints within 10 working days. If more time is needed for this, you will be informed.

If you are not satisfied with the handling of your complaint, you also have the option of submitting the complaint to the Central Bureau for Fundraising (CBF). The CBF supervises the functioning of charities in The Netherlands. Happy Watoto is a charity recognized by CBF. The CBF will only deal with a complaint if you have previously submitted it to Happy Watoto.

Happy Watoto reserves the right to change the complaints procedure. The most up-to-date version can be found on this website.