

Coalition for Epidemic Preparedness Innovations

External Complaints Policy

Objective

This policy sets out the responsibilities of Coalition for Epidemic Preparedness Innovations (CEPI) employees and other associates for handling complaints about or on behalf of CEPI.

Definitions

Complaint: A complaint is an expression of dissatisfaction made to an organization, related to its employees or associates, products, or processes, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

Associate: A CEPI associate is any non-employee engaged to perform work for CEPI or chosen or appointed to act or speak on behalf of CEPI. This includes: paid consultants (full- or part-time); external reviewers or other experts engaged by CEPI (paid or unpaid); interns and fellows (paid or unpaid) and members of CEPI's Board of Directors and advisory bodies (e.g., Scientific Advisory Committee, Joint Coordination Group).

Scope and applicability

This policy applies to all employees, whether on a permanent or fixed-term contract, and also to other individuals engaged on a temporary basis, whether full-time or part-time.

This policy does not apply to:

- complaints arising from recruitment or staff grievances, which should be directed to Human Resources to handle.
- appeals in relation to funding decisions— such decisions are final (although this policy will apply if the complaint is about how the grant was handled or any aspect of the application process).
- internal complaints made by a CEPI employee or associate, or by a former employee if related to an internal dispute during the period of that person's employment.

This policy relates to complaints that do not contravene any laws or legislation. Potentially unlawful behaviour will be addressed in keeping with relevant laws and regulations.

Policy statement

CEPI is committed to achieving the highest standards possible in our activities, and ensuring they meet the expectations of our partners, funders, other stakeholders, and the public. We encourage a workplace culture which embraces accountability and opportunities for continuous improvement, and recognize the importance and value of listening and responding to concerns and complaints.

CEPI will handle external complaints quickly, fairly, and politely.

The General Counsel is responsible for oversight and implementation of this policy. The External Complaints Procedure provides further guidance on the process for submitting and handling applicable complaints.

CEPI will follow these principles when handling an external complaint:

- *Visibility:* We will clearly publicise information about how and where complaints may be registered.
- *Accessibility:* We will ensure that our complaint handling process is as accessible as we can practically make it to all complainants.
- *Responsiveness:* We will respond to and address complaints in a prompt and timely manner.
- *Objectivity:* We will address all complaints in an equitable, fair, and unbiased manner using evidence submitted by both the complainant and CEPI personnel through the complaint handling process.
- *Confidentiality:* We will observe strict confidentiality in complaint handling.
- *Accountability:* We will ensure that internal accountability and a procedure for reporting on the actions and decisions with respect to formally lodged complaints are clearly established.
- *Continual improvement:* We will foster continual improvement of the complaint handling process.

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Approved by CEPI Board	May 2018
Owner	General Counsel
Flow through	N/A
Linked documents	
Past versions	N/A