

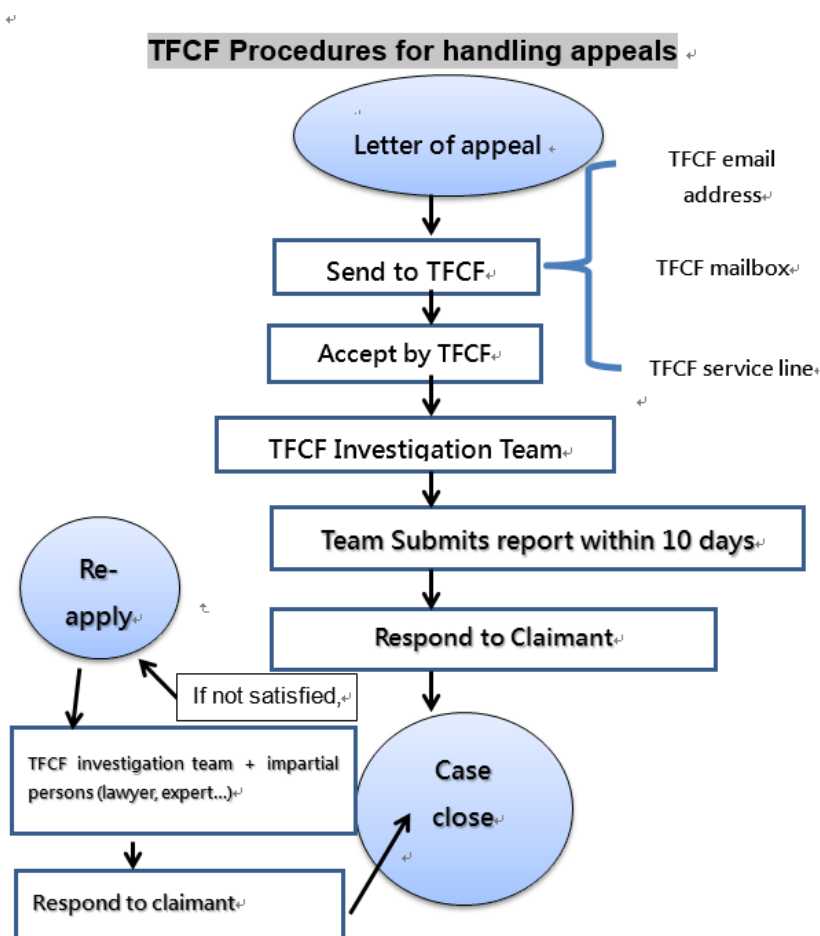
Feedback and complaints in relation to programs and policies in response to policy breaches

In 2002, TFCF completed the “Regulations of Appealing Application” in order to protect rights and provide the justice to the individuals, groups and communities under our programs, including:

- The beneficiaries or related personnel whose rights are affected by our services
- The ones whose suggestions help improve our service programs, work quality and administrative policies
- The organizations whose rights are affected in the process of collaboration

The claimant should have the related documents, such as ID card, evidences for being affected and letter of appeal to submit his/her appeal by phones, letters (including fax and email), Facebook, blog or in person to TFCF.

Once accepted, the Social Work Department of TFCF will handle the complaint based on our appealing procedures (shown below):



Our beneficiaries can send their complaints to our website (<http://www.ccf.org.tw/>),

Facebook (<https://www.facebook.com/TFCF1>), mailbox or email. Once received, we will handle carefully and respond formally based on our procedures.

As for our child sponsor, a cancellation questionnaire is sent by our Sponsor Relations Department to every sponsor who cancels their sponsorship voluntarily. It comes in both electronic and paper formats for the sponsors to fill in their feedbacks, suggestions or complaints of their sponsorship experience to the organization and send the questionnaire back. The organization would, according to sponsors' positive and negative feedbacks, amend or adjust its administrative procedures and service mechanism to help elevate management efficiency.

As regards our donors, prior to responding to them, our Finance Department will check our system first to find out the problem. Mostly, the person in charge will reply by telephones, letters or emails. All of the questions will be solved at the same day or the next day.

As for the employees:

Employee Appeal Committee is formed to protect employees who suffer from injustice and submit their Letter of appeal. The Committee includes the representatives of authority members and labor members. The authority members are appointed by the CEO and the labor members are selected by employees themselves. The processes of the appointment and the selection are open and fair to ensure that the appeals will be handled fairly. After the investigation and discussion, they will notify the final discussion to the claimants in writing.

During the service delivery, our beneficiaries are informed and aware of the appealing channels and methods. Those who would like to make a complaint can appeal in written form, in person and by communication channels (telephone, [website](#), [Facebook](#), Line, Email, etc.) to submit their complaints. Once the departments or the branch offices receive, the person in charge will take over and solve the problem. As for any serious or important issues, they will be reported to the supervisors, directors or our CEO for further instruction.