

Complaints Procedure (EN)

1. Complaints

Health Action International (HAI) believes that any stakeholder, regardless of their affiliation to HAI has the right to make a complaint for mistakes, wrongful actions or breaches of the codes to which HAI and its partners and members subscribe. HAI believes that complainants have a right to have their concerns addressed and receive a response.

2. Making a Complaint

The HAI website will carry the complaints procedure (this document), which provides information to stakeholders on how to make a complaint either about HAI activities or partner and member activities. These will be referred appropriately to the relevant partner or dealt with by HAI staff, and the HAI Director, if necessary. Every effort will be made to address and resolve the complaint quickly and efficiently and, if possible, at a partner level.

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