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COMPLAINTS MECHANISM

Document	Complaints Mechanism
Organization	Non-Governmental Organization "International Anti-Corruption Assembly" (NGO "IACA")
Version	7.0
Approved	February 25, 2026
Approved by	Secretary General of the Central Committee of NGO "IACA"
Contact for reports	iaca@iacasembly.org

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1. General Provisions

The Non-Governmental Organization “International Anti-Corruption Assembly” (hereinafter referred to as the “Organization” or “IACA”) is committed to maintaining an open, accessible, fair, and effective mechanism for the submission and handling of complaints from all stakeholders.

This Complaints Mechanism establishes the procedures for the submission, registration, review, response, and communication of complaint outcomes, thereby promoting accountability, transparency, and the continuous improvement of the Organization’s activities.

This Mechanism has been developed in accordance with:

- The Charter of the Organization (2019 revised edition approved by the General Assembly);
- The legislation of Ukraine;
- The United Nations Convention against Corruption (UNCAC);
- The Core Humanitarian Standard on Quality and Accountability (CHS);
- OECD recommendations regarding accountability of civil society organizations;
- Requirements of international donors, including USAID, the European Union, and the United Nations, concerning complaints-handling mechanisms;
- The Independence-First Principle and the Organization’s hybrid volunteer-and-staff operating model.

2. Purpose of the Mechanism

- To provide any stakeholder with an opportunity to express concerns, dissatisfaction, suggestions, or complaints;
- To identify and address deficiencies in the Organization’s activities in a timely manner;
- To improve the quality of services, projects, programmes, and internal processes;
- To maintain the confidence of beneficiaries, partners, donors, and the public;
- To clearly distinguish general complaints from serious misconduct, including corruption, fraud, Protection from Sexual Exploitation and Abuse (PSEA), and violations of children's rights.

3. Scope of Application

This Mechanism applies to complaints submitted by all stakeholders, including:

- Beneficiaries and project participants;
- Employees, volunteers, interns, and members of the Organization;
- Partners, donors, contractors, and suppliers;
- Representatives of communities, public authorities, and other interested parties.

This Mechanism applies within Ukraine and in all countries where the Organization operates or implements projects and programmes.

4. Subject Matter of Complaints

Complaints may relate to:

- Poor quality or inadequate implementation of projects, programmes, or services;
- Inappropriate conduct by representatives of the Organization;
- Failure to comply with timelines, procedures, commitments, or contractual obligations;
- Discrimination, unequal treatment, or lack of inclusiveness;
- Accessibility, communication, or information-related concerns;
- Inefficient use of resources;
- Any other matters related to the Organization’s statutory activities.

Important: Complaints containing allegations or indications of corruption, fraud, Protection from Sexual Exploitation and Abuse (PSEA), or violations of children's rights shall be referred to the relevant specialized mechanisms and policies, including the Anti-Fraud Policy, PSEA Policy, Child Safeguarding Policy, and Whistleblowing and Whistleblower Protection Policy.

5. Core Principles

- Accessibility, transparency, and impartiality;
- Confidentiality and the possibility of anonymous submissions;
- Timely review and response;
- Protection of complainants from retaliation in any form (non-retaliation);
- Emphasis on constructive resolution and organizational learning from complaints;
- Documentation of all stages of the complaints-handling process.

6. Complaint Submission Channels

Complaints may be submitted through the following channels:

- Email: iaca@iacasassembly.org (marked "Complaint");
- Feedback form available on the Organization's website (where applicable);
- Written submission sent to the Organization's registered legal address;
- Verbal submission to a Project Manager or the General Secretary.

Complaints may be submitted anonymously or confidentially.

7. Complaint Handling Procedure

- Registration of the complaint within three (3) working days;
- Preliminary assessment and designation of a responsible person within five (5) working days;
- Full review and resolution within thirty (30) calendar days, with the possibility of a justified extension where necessary;
- Communication of the outcome to the complainant, subject to confidentiality requirements;
- Documentation and recording of the review results and any actions taken.

8. Response Measures

Following review of a complaint, the Organization may:

- Provide a detailed and reasoned explanation;
- Implement corrective and preventive actions;
- Improve internal procedures, systems, or policies;
- Reject the complaint with a clear and justified explanation.

Where serious misconduct is identified, the Organization shall initiate an investigation in accordance with the relevant specialized policies and procedures.

9. Protection of Complainants

The Organization shall not tolerate any form of retaliation, harassment, pressure, discrimination, intimidation, or adverse consequences against individuals who submit complaints in good faith.

10. Related Documents

This Mechanism forms part of the Organization's integrated accountability framework and is linked to:

- Safeguarding Reporting Procedures;
- Whistleblowing and Whistleblower Protection Policy;
- Anti-Corruption Policy;
- Anti-Fraud Policy;
- Code of Conduct;
- Risk Management Policy.

Complaints relating to safeguarding, corruption, or fraud shall be immediately referred to the relevant specialized mechanisms for handling and investigation.

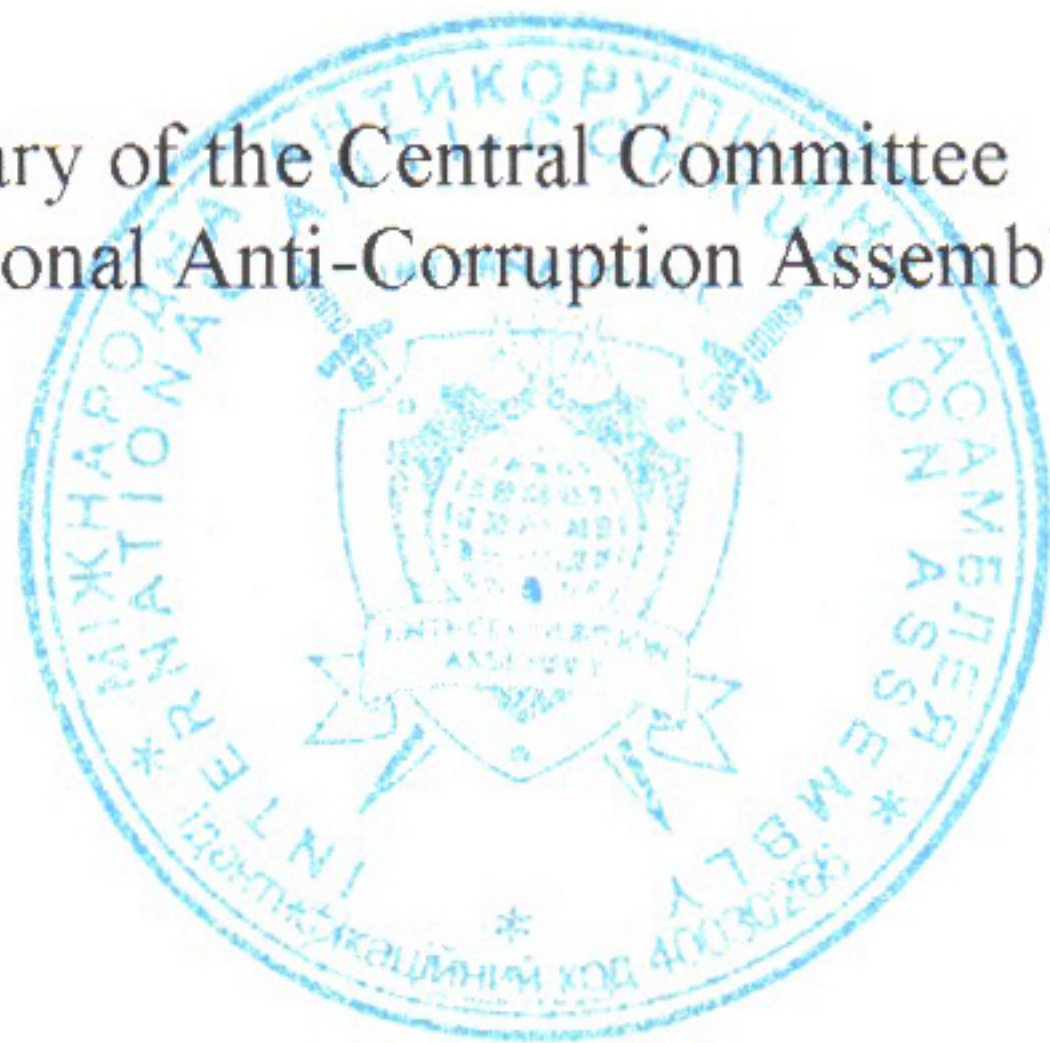
11. Final Provisions

This Mechanism shall enter into force on 25 February 2026 and shall be a public document available through the Organization's official website.

The Mechanism shall be reviewed at least once every two years or following significant changes in the Organization's activities, applicable legislation, donor requirements, or international standards.

Approved by:

General Secretary of the Central Committee
NGO "International Anti-Corruption Assembly"



Viacheslav Sayenko.