

Complaint to EDRI Complaint Committee - Template

Instructions: please make sure that you send your complaint to complaintscommittee@edri.org with all the necessary information

1. The name of the party making the complaint (name & family name)
2. e-mail address at which the complainant can be reached
3. Name and email address of the legal entity on behalf of which the complainant is acting (if applicable)
4. Name of the party against whom the complaint is made
5. Confirmation that this complaint meets the criteria for Qualifying Complaints and subjects for a complaint in the EDRI Complaints Mechanism (see below relevant except)

Yes/No

6. Description, written as clearly as possible in English and not exceeding four pages, of the conduct that is the subject of the Complaint including:
 - any laws, policies or internal rules considered to be breached
 - a description of the impact of the conduct
 - the outcomes you would like to see from this complaints process
7. If applicable, please describe as clearly as possible how the person or organisation against whom the Complaint is lodged was previously notified of the grievance and how they previously responded
8. Any other information you would like to add
9. Date
10. Signature

Qualifying Complainants and subjects for a Complaint

Everyone has the right to lodge a Complaint with EDRI (herein after “the Association”) about:

- the Association’s external or internal communication;
- the behavior, activities or conduct of Employees, Members and Volunteers of the Association, when representing or interacting with the Association (e.g. because the Complainant feels that they were treated unfairly, or that undesirable behaviour was suffered by them).

Any conduct by Volunteers or Employees working for and under the responsibility of the Association shall be deemed as conduct engaged in by the Association insofar as this conduct can be related to the tasks they carry out for the Association, or insofar as they rely on information they could not have possessed independently of their work for the Association, or if the conduct took place in settings directly related to the Association.

No complaints may be lodged against broad principles, policy objectives and directives as decided on by the General Assembly, or against strategy and work plans as approved by the Board, within the limits of the Association's statutory objective.