

The Mentor Initiative Accountability Statement

The Mentor Initiative considers itself accountable not only to our donors, but also to the beneficiaries of our projects – people affected by crises and at risk of tropical diseases. Because of this, we put in place procedures and mechanisms that allow for feedback and ensure transparency throughout our programs.

1. Governance

This means that we strive for gender and age balance in our recruitment and that our teams are always aware of their duties towards affected people and stakeholders. We commit to protecting people we seek to assist from sexual abuse, corruption, and exploitation. Anyone representing the Mentor Initiative must declare to have read, understood and will adhere to our Code of Conduct. Good conduct is actively encouraged and misconduct is not tolerated. A whistle-blower policy is in place, encouraging reporting on any breaches.

2. Transparency

We strive to be transparent for the people we seek to assist. This means that we make our Code of Conduct and rules known to them on a regular basis and in a language they understand. The people we seek to assist are thus aware of our rules, projects, goals and objectives, criteria for selecting beneficiaries and national/local staff, as well as their rights and entitlements.

3. Feedback and complaints

We are committed to improving the service we provide to communities in need and therefore welcome feedback and complaints. We ensure that communities know that their input is welcome and how to make complaints, for instance by setting up feedback letterboxes where communities can reach them. Clear guidance and procedures are in place to process and respond to complaints, safeguarding against issues of confidentiality and non-retaliation.

4. Participation & design, monitoring and evaluation

We strive to enable affected populations to play an active role in decision making processes that affect them. Health workers, women's groups, teachers, religious groups and local authorities regularly participate in assessments, planning of activities and their monitoring and evaluation. Our programs are responsive to those inputs and changing needs or context. We also strive to involve communities in programme delivery, for instance where we're relying on community health workers which are selected by the communities themselves.

5. Working with partners

Wherever possible and even in conflict settings, we seek to collaborate with national disease control programs and respect those in coordinating positions at national, regional and local levels. We always coordinate with both national and international partners to ensure best use of available resources. The Mentor Initiative makes clear to partners its commitments with regard to accountability and establishes minimum expectations with them with respect to their own practice.