World Relief is committed to the highest ethical and professional standards in the delivery of its services and programming.

There are two ways to report a concern or complaint about World Relief's work, employees, partners, volunteers, or contractors:

- 1. You can email World Relief's Accountability Focal Point at: <u>accountability@wr.org</u>.
- 2. You can submit an anonymous report to World Relief via the following link: <u>https://www.lighthouse-</u><u>services.com/worldrelief/</u>. This link permits World Relief to receive your report and anonymously communicate with you if you so choose. World Relief will never receive any identifying information about you unless you choose to provide it within the form linked.

World Relief commits to responding to concerns and complaints in accordance with its policies and procedures.