

**COMPLAINT FORM FOR SUBMISSION TO THE OMBUDSMAN OF
THE INTERNATIONAL COUNCIL GENERAL
OF THE SOCIETY OF ST VINCENT DE PAUL**

1

Identity of the complainant

First Name:
Surname:
Acting on behalf of (if appropriate) (please indicate the e-mail address):
.....
..... Home address (of the complainant):
.....
City:
Department/Region/Province:
Zip/Post Code:
Country:
Phone number: Cell/Mobile phone:
Fax number:
E-mail Address:

Membership of the Society of St Vincent de Paul:

Country
Council:.....
Conference:.....
Member since:.....

2

Against which institution or body of the Society of Saint Vincent de Paul are you making a complaint?

.....
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- The National Council of the Society in your country
- A Superior or Zonal Council
- The Conference to which you belong
- The CIAD Commission
- The Committee
- The Commission
- The International Council General (ICG)
- Another body (please specify)

(Please indicate the e-mail address of the institution or the body, the name of the person in charge and his/her e-mail address)

Date and signature:

The Ombudsman of the Society of St Vincent de Paul, 6 rue de Londres, 75009 Paris — France

INSTRUCTIONS FOR COMPLETING THE COMPLAINT FORM

1. This form is intended to assist you in writing any complaint.
2. The text has to be typewritten.
3. The form may be filled in using your preferred language of 4 of the 5 languages of the Society: French, English, Spanish, Portuguese.
4. CGI's Ombudsman can only be referred to after having exhausted all possible recourses at national level (Central Council, National Council, National Conciliation Committee, etc.)
5. The Ombudsman will acknowledge receipt of this form and will conduct his/her investigations.
6. The Ombudsman may seek clarifications or additional documents.
7. The Ombudsman is a member of the Society of St Vincent de Paul. He/she is fully independent and fulfills his/her mission in a fraternal and charitable way, with the same spirit which has inspired all the members since the foundation of the first Conference, preserving the heritage of our founders. He/she reports frequently to the President General about the results of his/her investigations.
8. The Ombudsman listens to everybody involved and works in the spirit of service which prevails in the Society of St Vincent de Paul: to serve with humility, joy, hope, charity and fraternity.
9. The Ombudsman is entitled to receive not only complaints but also suggestions, constructive criticism, and any encouragements or proposals that can help to improve the life of the Society in the world
10. Any Vincentian or person belonging to the Society may contact the Ombudsman.