Complaints procedure

1. How to submit

Complaints can be submitted via email to complaints@womenonwings.com or by mail to

Women on Wings India
WeWork DLF Forum, Cybercity, Phase III
Gurugram, Haryana 122002 India

Women on Wings Netherlands
Woudenbergseweg 41
3711 AA Austerlitz
The Netherlands

2. Receipt and Triage

All incoming complaints are logged in a central, confidential file. On receiving the complaint, a Managing Director and HR will consider the most appropriate person to investigate it and take action. If the complaint involves a Managing Director it will be submitted immediately to the Supervisory Board. If the complaint involves severe allegations (such as safeguarding issues, major fraud, or legal misconduct) the Supervisory Board will be involved immediately.

3. Acknowledgment

The person handling the complaint will acknowledge it within five working days. This acknowledgment will specify who is dealing with the issue and when the person complaining can expect a reply. If a complaint is submitted anonymously, we will investigate the matter based on the information provided, though we will be unable to send an acknowledgment or final reply.

4. Investigation

All complaints are handled with strict confidentiality, and we guarantee that no one will face retaliation for raising a concern in good faith. If the complaint relates to a specific person, they will be informed of the allegations and given a fair opportunity to respond during the investigation. Depending on the nature of the complaint, we can involve the confidential advisor who will file the relevant documents.

5. Resolution

Ideally, complainants should receive a definitive reply within one month which will be filed. The formal reply to the complainant will clearly describe:

- The action taken to investigate the complaint.
- The conclusions drawn from the investigation.
- Any corrective action taken as a result of the complaint.

6. Appeal to the Supervisory Board

If the complainant is not satisfied with the resolution, they can request a review at the Supervisory Board level. This request will be acknowledged within five working days. The Supervisory Board will review the paperwork, speak to the initial investigator (and complainant if necessary), and provide a final, binding decision within one month.