

Proposed resolution from FRAM - Falcons from Norway

Communication with member organisations

Rationale:

One of the great benefits of being a member organisation of IFM-SEI is the opportunity to participate in various projects as partners. We greatly appreciate the wide range of opportunities available each year. The funding secured through these projects is essential, as it enables the organisation to support the dedicated members of the Secretariat. Their work is vital in managing the daily operations of the organisation, coordinating the office, and implementing the strategic work plan.

We understand that the workload is substantial and that responding to every message from partner organisations can be challenging. However, as partners in these projects – and as those responsible for the young people participating in them – we rely heavily on clear and timely communication. Extended delays in response, sometimes lasting several weeks, create stress and uncertainty for both our volunteers and staff. This, in turn, negatively impacts the planning and delivery of projects at the national level.

Proposal:

All enquiries to IFM-SEI should receive a timely response. In instances where this is not possible, an automatic response should be sent, indicating the expected timeframe for a full reply.