



GOVERNANCE · POLICY 15

Complaints and Feedback Policy

How anyone can tell CYEF that something has gone wrong, and what the Foundation commits to doing about it.

Document	Complaints and Feedback Policy
Version	1.0
Owner	Executive Director, reporting to the CYEF Board of Directors
Date adopted	pending board adoption
Review cycle	Reviewed every two years
Open to	Participants, parents and guardians, community members, staff, volunteers, partners, donors and members of the public

1. Why CYEF wants complaints

An organisation that receives no complaints is usually not hearing them rather than not causing them. Complaints are the cheapest information available about where the work is falling short, and they arrive before a problem becomes serious.

CYEF treats a complaint as useful. Nobody is disadvantaged for making one, and a child's place in a programme is never affected by a complaint made by them or on their behalf.

2. What this covers

Anything CYEF has done, or failed to do, that has caused concern. Quality of a programme, the conduct of a person, a decision about selection or a place, how someone was treated, communication, use of images or how a previous concern was handled.

If it is about	Use instead
The safety of a child, or possible abuse	Incident Reporting and Escalation Procedure. Report immediately, do not wait for a complaints process
Fraud, corruption or serious wrongdoing	Whistleblowing and Protected Disclosure Policy
Your own treatment as a member of staff or a volunteer	Grievance procedure in the HR and Volunteer Management Policy
Use of your personal data	Data Protection Policy, and the Office of the Data Protection Commissioner

If you are not sure which route applies, raise it anyway. CYEF will direct it to the right place and tell you where it has gone.

3. How to complain

Route	Detail
Email	info@chipukeezyfoundation.org
Telephone	+254 748 390 908
In person	Speak to any CYEF staff member, coach or programme lead, who will record it and pass it on
In writing	Tala, Machakos County, Kenya
Where the complaint is about the Executive Director or the founder	Address it to the Board Chair

Complaints may be made in any language you are comfortable with. Nobody is required to put a complaint in writing, and a spoken complaint is recorded by the person receiving it and confirmed back to the complainant.

3.1 Complaints from children

- Children may complain directly, and are not required to go through an adult
- Children are told at the start of a programme who they can speak to
- A child's complaint is recorded in their own words and taken as seriously as an adult's
- Children are supported through the process and told the outcome in language they understand
- A child may also contact Childline Kenya on **116**, free, at any hour

4. What happens next

Stage	What happens	Timescale
Acknowledgement	CYEF confirms receipt and names who is handling it	Within 5 working days
Review	The complaint is looked into by someone not involved in what is complained about	Begins immediately
Response	A written outcome explaining what was found and what will change	Within 30 days
Update	Where it will take longer, CYEF explains why and gives a new date	Before day 30
Appeal	If you are not satisfied, ask the Board Chair to review it	Decision within 20 working days

Where a complaint reveals a risk to a child, protective action is taken immediately and does not wait for the process to finish.

5. How CYEF handles it

- The complaint is recorded in a central log on the day it is received
- It is reviewed by someone independent of the subject matter. Where it concerns the Executive Director or the founder, the board handles it and may appoint an external reviewer
- Anyone complained about is told what has been said and given a fair chance to respond
- Information is shared only with those who need it
- The outcome states plainly what was found, whether the complaint is upheld and what will change
- Where CYEF got something wrong, it says so and apologises

6. Anonymous complaints

Anonymous complaints are accepted and reviewed. CYEF cannot give an outcome or ask follow-up questions, which limits what can be done. Where you are worried about being identified, ask for your complaint to be treated confidentially rather than anonymously.

7. Unreasonable behaviour

Very occasionally a complaint is pursued in a way that is abusive towards staff, or is repeated after it has been fully answered and appealed. In those cases CYEF may limit contact to a single named channel, and will say so in writing with reasons. This is never used to avoid answering a legitimate complaint, and the right to go to an external body is unaffected.

8. External routes

You do not have to exhaust CYEF's process before going elsewhere, and you should not where a child is at risk.

- **Childline Kenya, 116** — anything concerning a child, free and 24 hours
- **Police, 999 or 112** — where a criminal offence may have occurred
- **Sub-County Children Officer** — child protection matters
- **Office of the Data Protection Commissioner**, odpc.go.ke — personal data
- **The relevant funder or partner** — where the complaint concerns funded activity

9. Learning from complaints

- All complaints are logged with the date, subject, outcome and any action taken
- The board reviews complaint trends at least annually
- Where a complaint reveals a weakness, the relevant policy or practice is changed and the change is recorded
- Complaint records are held for three years, and are processed under the Data Protection Policy

10. Partner and vendor safeguarding expectations

This section is given to every partner, sponsor, supplier and contractor whose work brings them into contact with CYEF programmes or the young people in them. It addresses Safeguard 7 of the International Safeguards for Children in Sport.

10.1 What CYEF expects

- Read the CYEF Child Safeguarding and Child Protection Policy and the Code of Conduct, and work within them during any joint activity
- Confirm in writing whether your organisation has its own safeguarding policy. Where you do, share it. Where you do not, work under ours
- Confirm that personnel who will have contact with children have been vetted, and hold a valid Police Clearance Certificate
- Brief your personnel before they attend, and make sure they know who the CYEF Safeguarding Focal Person is
- Accept that your personnel will not have unsupervised access to children at any point
- Report any safeguarding concern to the CYEF Safeguarding Focal Person immediately, and never handle it internally instead
- Follow the Media, Photography and Image Use Guidance for any image or footage taken at a CYEF activity, including checking consent before publishing
- Tell CYEF promptly of any safeguarding incident in your own organisation that could affect our joint work

10.2 What CYEF commits to in return

- Give you these documents before joint activity begins, rather than after a problem
- Tell you who holds safeguarding responsibility during each shared activity
- Give you a named contact and a working reporting route
- Handle any concern you raise properly, and tell you the outcome so far as confidentiality permits

10.3 Where standards are not met

CYEF may suspend joint activity, remove individual personnel from a site or end the partnership. Where a child may have been harmed, CYEF will report to the authorities regardless of any commercial or funding relationship, and will not delay that report to consult a partner first.

Signed on behalf of the partner or supplier organisation, confirming these expectations are understood and accepted.

Organisation	Name and role
Signature	Date

Read alongside the Child Safeguarding and Child Protection Policy, the Code of Conduct, the Whistleblowing and Protected Disclosure Policy and the Media, Photography and Image Use Guidance.