

Cambodian Kids Can Complaints Policy

1. Purpose

The *Cambodian Kids Can Complaints Policy* provides a framework for fair and equitable processes for concerns to be addressed as quickly as possible and at a level as close to the source of complaint as possible, fairly, efficiently, and equitably.

2. Background

Cambodian Kids Can (hereinafter CKC) works to empower through education. It focusses on the area around Prey Veng. Much of the area is poverty-stricken, meaning children, particularly girls, are forced out of education early. CKC strives to uphold high standards of excellence in all that it does. If we make a mistake, we encourage concerns to be reported. We will use the information to endeavour to put things right and to help us improve.

3. Scope

This policy provides guidance to all staff (paid and volunteers), contractors, other entities receiving or managing complaints made to or about CKC. This policy will apply to the management of complaints arising between parties including:

- 3.1. Exploitation or abuse of children, vulnerable adults, or any other person
- 3.2. Misuse of funds or fraud (including terror financing)
- 3.3. Misconduct (including sexual exploitation, abuse, and harassment) by an individual involved in the work of Cambodian Kids Can, including employees, volunteers, and contractors of Cambodian Kids Can, partner organisations or other stakeholders
- 3.4. Concern from someone with whom we work about the quality of program delivery
- 3.5. Concern from a member of the public or supporter about a particular fundraising approach or campaign

4. Policy Statement and Principles

Cambodian Kids Can strives to uphold high standards of excellence in all that it does. In the event this does not occur we encourage people to inform us of any issues.

5. Roles and Responsibilities

- 5.1 CKC commits to acknowledge complaints within 5 working days and aims to resolve complaints within 21 days of receipt.
- 5.2 If a complaint cannot be resolved within this timeframe, the complainant will be informed about the progress made to date and when they can expect to receive a response. If a matter concerns an immediate risk to safety or security, the response will be immediate and escalated
- 5.3 Confidentiality: We will protect the identity of people making complaints where this is practical and appropriate.
- 5.4 The person handling the complaint must be different from any CKC representative about whose conduct or service the complaint has been made.
- 5.5 Conflicts of interest, whether actual or perceived, will be managed responsibly.
- 5.6 Internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

6. Management

6.1 Stages of Complaints Management

The five key stages in our complaint management system are:

- i. Receive
- ii. Acknowledge
- iii. Assess and investigate
- iv. Determine outcome
- v. Close complaint: document and report as necessary

6.2 Withdrawal of a complaint

- 6.2.i At any time during the process a complainant may withdraw a complaint, by notice in writing to CKC.
- 6.2.ii Upon such withdrawal, consideration of the complaint will be discontinued.

6.2.iii CKC reserves the right to undertake further investigations based on information that has been provided as part of a withdrawn complaint or based on information that CKC has subsequently acquired that is relevant to the withdrawn complaint.

6.2.iv Where complainants harass staff, behave abusively, or unreasonably pursue complaints, Cambodian Kids Can reserves the right to withdraw or modify its complaints process

7. Review

This policy will be reviewed every three years.

8. Glossary of Terms

Cambodian Kids Can is a not-for-profit organisation

Complaint is an expression of dissatisfaction about the standards of service, actions or lack of action by Cambodian Kids Can or its staff, volunteers or anybody directly involved in the delivery of our work. It is a criticism that implicitly or explicitly expects a response or is legally required.

A complaint is not:

1. A general query about Cambodian Kids Can's work
2. A request for information
3. A contractual dispute
4. A request to amend records e.g., to correct an address, cancel a donation
5. A request to unsubscribe from a Cambodian Kids Can 'service' e.g., a newsletter or email.

Date of most recent review of this policy:

November 2021