



ADSE EXTERNAL GRIEVANCE REDRESS MECHANISM

SIGNATURE PAGE

ANGLICAN DEVELOPMENT SERVICES EASTERN

EXTERNAL GRIEVANCE REDRESS MECHANISM POLICY

REVIEWED BY THE BOARD



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Board Chairman

21st September 2024

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Date



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Chief Executive Officer

21st September 2024

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Date

Introduction

Anglican Development Services Eastern (ADSE) is the development agency of the Anglican Church of Kenya (ACK) Dioceses of Machakos, Kitui, Makueni and Garissa, established under the name Ukamba Christian Community Services (UCCS) in 1987. Administratively, these Dioceses fall under Kitui, Makueni, Machakos, Garissa, Wajir and Mandera Counties respectively. In 2014, UCCS rebranded as ADSE, at the initiative of the national Anglican Church of Kenya. ADSE is legally registered as a Faith-Based Organization limited by guarantee with registration number CPR/2013/125883. ADSE is owned by the four Dioceses of the Anglican Church of Kenya, and functions through the Board of Trustees and Board of Directors who are Kenyan citizens. ADSE undertakes development work across the aforementioned six counties with the mandate of ensuring improved livelihoods through integrated initiatives i.e., food security (agriculture and nutrition), water hygiene and sanitation; environmental conservation and climate change, and social inclusiveness which are dependent on each other as they impact on food security. To ensure full geographic coverage of the project target area, ADSE partners with several other Kenyan regional and county-based organizations.

Commitment

ADSE will address all complaints received in an equitable, fair, confidential and unbiased manner using evidence submitted by both the complainant and other involved persons through the complaint handling process.

ADSE is committed to working in an open and responsible way that builds the trust and respect of all our stakeholders. ADSE is committed to high quality humanitarian and development programming and seek to work with affected communities and populations in the best way possible. To ensure that the ADSE programs are continuously improved, we want to hear what our stakeholders have to say whether in the form of a comment, a compliment or a complaint. Responding to complaints from stakeholders is basic to ADSE's core value on accountability.

Purpose

ADSE seeks to resolve difficulties, grievances, and complaints in a prompt, impartial and just manner. Through the process of resolving complaints ADSE seeks to improve the quality of its work, enhance the trust and confidence of stakeholders, identify areas of work that need to be improved, and ensure that ADSE learns from the feedback provided through this process. This External Grievance Redress Mechanism describes the processes to be undertaken by stakeholders and ADSE in order for grievances to be appropriately dealt with and that will ensure a fair and timely complaints handling process, ultimately strengthening ADSE's accountability and efficiency as an organization.

Scope

The External Grievance Redress Mechanism can be used by every person who believe a practice performed by ADSE is having a detrimental impact on the community, the environment, or on

their quality of life. This Mechanism covers complaints in relation to the actions or behavior of ADSE as an organization.

ADSE acknowledges that each local context already has established governance structures traditionally responsible for resolving community conflicts. Additionally, the project teams will strive to address questions and dissatisfactions through continuous engagement with project stakeholders. The local governance structures and the support from the dedicated project team, which has direct contact with stakeholders, are viewed as the primary means for resolving complaints.

However, if stakeholders find the proposed resolution at the local level unsatisfactory, or for various reasons prefer to escalate the grievance directly to the organization, they can use the Whistleblowing Redress Mechanism. This ensures that all concerns are addressed efficiently and transparently, respecting both local protocols and the stakeholders' preferences.

Grievances will be categorized in three levels of severity (low, medium and high). A non-exhaustive list of topics that can be raised as a grievance and the level of severity attributed in shown below:

High Severity Grievances:

- Human Rights Violations: Allegations of abuse, discrimination, or harassment.
- Environmental Damage: Significant harm to local ecosystems or wildlife.
- Health and Safety Risks: Situations posing immediate danger to community health or safety.
- Violation of Legal Standards: Actions that breach national or international laws.

Medium Severity Grievances:

- Unresolved Community Conflicts: Disputes between stakeholders that have not been adequately addressed.
- Project Delays: Significant delays impacting the community or stakeholders.
- Unfulfilled Promises: Commitments made by the project team that are not met.
- Moderate Environmental Impact: Minor but noticeable effects on the environment.

Low Severity Grievances:

- Communication Issues: Lack of information or updates provided to stakeholders.
- Minor Activities Interruptions: Short-term disruptions or delays in project activities.
- Suggestions for Improvement: Feedback on how to enhance project processes.

Overall Responsibilities

- The **ADSE CEO** and **Deputy CEO** are responsible for monitoring the performance of the Grievance Redress Mechanism, aiming to ensure it is relevant and functional.

- The **ADSE Environmental and Social (E&S) Safeguards Officer** is responsible for receiving the complaints and ensure that the Mechanism is implemented according to the established procedures, including that the complaint and the resolution are documented and files are complete and secure.
- The **Safeguards Committee** will provide support as detailed in the procedures for handling grievances.

1. Procedures

6.1 Channels for raising grievances

- Face-to-face – one can report verbally to the staff of ADSE involved in the activity/program the complaint relates to.
- Suggestions box at the office in Wamunyu, (installed near the office entrance) or local offices.
- Call E&S Safeguards Officer of ADSE (call the main telephone number of the organization and request for speaking with the Officer)

6.2 Determining the need for an investigation

The E&S Safeguards Officer will decide if the allegation needs to be investigated. The decision process will include consideration of the following:

- Does the complaint constitute a ‘complaint’ as defined in this Mechanism?
- Does it relate to a breach of ADSE policies and procedures and/or the Code of Conduct?
- Is there enough factual information to investigate?
- Will an investigation put the lives of the complainant or subject of complaint or their families at risk, and if so, can all reasonable steps be taken to ensure those risks are minimized?

The Officer will make the best judgment giving due consideration to the welfare of those involved, as well as ADSE’s commitment to its guiding principles, accountability and transparency. If a formal investigation is required, it will follow the key steps and processes as outlined below in the section “6.3 Handling of grievances”.

6.3 Handling of grievances

Table 1 - ADSE's External GRM Procedure

Steps	Description	Timelines	Responsibility
1. Receipt of Grievances	Stakeholders can submit grievances through the channels mentioned in the previous sections of the document. <u>Documentation:</u> All grievances are registered by the E&S Safeguards Officer using a standard template (see Annex 1). All grievances filed must be clearly documented using the Grievance Register (Annex 2) and securely stored in ADSE database with access limited to the officers responsible for the external GRM at ADSE.	Stakeholders can submit grievances at any time. Within 2 working¹ days of receipt, grievances are to be documented.	<u>ADSE staff</u> - report the grievance received to the E&S Safeguards Officer <u>E&S Safeguards Officer</u> – receives grievances and record in the Grievance Register
2. Acknowledgement and Confirmation of Handling	Once the grievance is received, the E&S Safeguards Officer acknowledges receipt and notifies the complainant about the receipt and the estimated time for a response to be provided. The E&S Safeguards Officer shall also inform the Project Manager in charge of the activity/program related with the grievance.	Notification is done within 5 working days	<u>E&S Safeguards Officer</u> - communicates with complainant and inform relevant Program Manager
3. Preliminary Assessment and categorization of grievances	The E&S Safeguards Officer assesses the grievance to determine the severity of the case. If needed the E&S Safeguards Officer will request	The assessment and categorization of the grievance is done within 7	<u>E&S Safeguards Officer</u> - conducts preliminary assessment.

¹ Considering 5 days per week, from Monday to Friday

Steps	Description	Timelines	Responsibility
	support from the Safeguards Committee to categorise the grievance.	days after receipt	<u>Safeguards Committee</u> – support assessment if needed.
4. Investigation	An investigation shall be conducted by the E&S Safeguards Officer with support from the relevant Program Manager to verify the validity of the complaint and determine its causes. Meetings with the complainant and other relevant staff will be conducted as needed during the investigation process. In the event of high severity grievances, the E&S Safeguards Officer will consult the Safeguards Committee during the investigation.	Within 14 working days from preliminary assessment and categorization, the investigation to be completed.	<u>E&S Safeguards Officer</u> - leads the investigation. <u>Relevant Program Manager</u> – support the investigation <u>Safeguards Committee</u> – support investigation when required.
5. Response	The parties involved in the development of options for responding to the complainant will vary depending on the level of severity. <u>Low severity grievances</u>: the E&S Safeguards Officer and relevant Program Manager develops response and implements. <u>Medium severity grievances</u>: E&S Safeguards Officer and relevant Program Manager develops response and validates it with the Safeguards Committee. The Committee will assess the	Within 7 working days of completion of investigation, inform complainant of proposed corrective action.	<u>E&S Safeguards Officer and Program Manager</u> – develops response. <u>Safeguards Committee</u> – validate response developed (for medium and high severity grievances) <u>CEO</u> – validates response developed (for medium and high severity grievances) <u>Board of Directors</u> - validate response developed (for high severity grievances)

Steps	Description	Timelines	Responsibility
	need to validate the response with the CEO. <u>High severity grievances</u>: E&S Safeguards Officer and relevant Program Manager develops response, validates it with the Safeguards Committee and in sequence validates with the CEO. The CEO will assess the need to escalate the matter to the Board of Directors.		
6. Resolution	The relevant Program Manager will manage the implementation of the response to the grievance, the E&S Safeguards Officer will monitor its progress and the effectiveness of the response. When a complainant accepts the response, the grievance will be resolved and closed. When the complainant does not accept the solution proposed and grievance cannot be solved, an alternative resolution will be developed (according to step 7).	Within 30 working days from the communication of the resolution to the complainant, grievance to be categorized as resolved or unresolved.	Relevant <u>Program Manager</u> – manage the implementation of the response <u>E&S Safeguards Officer</u> – monitor progress and effectiveness; register closing or appeal
7. Alternative resolution	At this stage, the Safeguards Committee (including the relevant Program Manager) will revise the resolution approach, possible ways forward are: - Propose alternative responses. - Refer the grievance to another system (e.g.	Within 7 working days of appeal, complainant shall be informed on how the grievance will be addressed	<u>Safeguards Committee</u> – refine and lead alternative resolution approach <u>CEO, Board of Directors, and Board of Trustees</u> – involved when necessary

Steps	Description	Timelines	Responsibility
	legislative, administrative, party, judicial, law enforcement, customary). - CEO discuss the topic at the ADSE Board of Directors, with the possibility of escalating the matter to the ADSE Board of Trustees (BOT).		

2. Publicizing the Mechanism

Relevant communications explaining our complaint handling procedures will be publicized in the adequate communication materials (e.g. project specific communication materials to be distributed to local stakeholders, poster and organization's website).

3. Training

ADSE will provide induction training to our relevant employees, volunteers and Board so they have the knowledge and understanding of the Mechanism, and application of appropriate procedures, including the need to provide a safe, fair, responsive, accessible and transparent environment in which complaints can be made, addressed in a professional and effective process, and resolved in a timely manner. Training will also be provided following an update or change to the Mechanism.

4. Monitoring and Reporting

All complaints are registered in a dedicated Grievance Register (Annex 2). ADSE's External GRM will be monitored and regularly reviewed by the CEO and Deputy CEO of the organisation to assess the degree of effectiveness. For this purpose, they will verify at least annually the following performance indicators:

- Number of grievances received classified by theme and severity.
- Resolution rate, as the percentage of resolved grievances.

10 . Related Policies and Procedures

This Mechanism should be read and implemented in conjunction with the following:

- ADSE Personnel Code of Conduct
- ADSE Child Protection and Prevention of SEAH Policy
- ADSE Environmental Policy
- ADSE Security Policy
- ADSE Whistleblowing Procedure

11. Definition of Terms

Complaint:	An expression of dissatisfaction or concern regarding ADSE, our employees, volunteers, Board Members, contractors, partners or anyone else acting on our behalf in relation to ADSE's work, products or services; where a response or resolution may be explicitly or implicitly expected.
Complainant:	A person, organization or its representative, making a complaint
Dispute:	An unresolved complaint escalated either within or outside of our organisation.
Inquiry:	A request for information or an explanation.
A Stakeholder or interested party:	A person or group having an interest in the performance or success of ADSE
Feedback:	Opinions, comments, suggestions and expressions of interest in the work/services/products or the complaint handling process.
Policy:	A statement of instruction that sets out how we should fulfil our vision, mission and goals.
Grievance:	A clear, formal written statement by an individual staff member or external stakeholder to raise concerns or complaints about the impacts caused by the organization activities and/or behavior of staff members.
Procedure:	A statement or instruction that sets out how our policies will be implemented and by whom.

ADSE External Grievance Redress Mechanism	
Grievance Sheet	
Reference No.	
Please enter your contact information and grievance. This information will be dealt with confidentially. Please note: If you wish to remain anonymous, please enter your comment/grievance in the box below without indicating any contact information – your comments/grievances will still be considered.	
Full Name of the Complainant	Name:
Anonymous submission	☐ I want to remain anonymous
Please mark how you wish to be contacted (mail, telephone, e-mail).	☐ By face-to-face conversation ☐ By telephone: ☐ By e-mail:
Description of incident or comment/grievance:	What happened? Where did it happen? Who was affected? What is the result of the problem?
What happened?	
Where did it happen?	
Who was affected?	

What was the result/effect of the problem/issue?

Date of incident or grievance:

☐ One time incident or grievance (date _____)

☐ Happened more than once (how many times? _____)

☐ On-going (currently experiencing problem)

What would you like to see happen to resolve the problem?

Name and Position of the person Receiving the Complaint

Name:

Position:

Date and Signature (Person Receiving the Complaint)

Date:

Signature

Annex 2: Content Grievance Register

The following categories of information must be included in the Grievance Registry. The document should be maintained in Excel format to enable more effective analysis.

- Data Received
- Name complainant / Anonymous
- Gender complainant
- Location (ward, sub-county, county)
- Complainants contact preference
- Description of grievance
- Date of grievance
- Complaint preference for resolution
- Recommended resolution
- Implemented resolution
- Date resolved
- Status (open/close)

Document Version Monitoring Sheet

ADSE External Grievance Redress Mechanism	
Description & Responsibility	<i>Date & Responsibility</i>
Person Responsible	Chief Executive Officer
Date Created: Version 1	June, 2021
Date review: Version 2	September 2024
Signed off By Chief Executive officer	September 2024
Approved By Board	September 2024
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