



IMPACT

Indigenous Movement For Peace Advancement &
Conflict Transformation

**Standard Operating Procedure
S(SOP)
for Handling Feedback,
Grievances and Redress
Mechanism.**

INTRODUCTION.

IMPACT Kenya works within historically marginalized ASALs region of Northern Kenya, with the pastoral communities in the region often gambling with recovery from long-imposed structural and systemic exclusion and inequalities in resource, opportunities and services allocations as well environmental shocks often increasing the already existing vulnerabilities.

The above setting thus is not only dependent on effective and relevant technical programming but how well the listening, responding, accountability and safety is ensured and promoted. This therefore recognizes failure to or oversight in the gaps in miscommunication, untimely or failure for response or inaction of it not only affects the general wellbeing of the community and their safety but also brings mistrust.

In this regard, feedback and grievance management is embedded in our day to day running, with our approaches for ensuring the above ranging from grassroots-community-identified resource and link persons, who live and share the community feedbacks through various platforms and channels, our “open door policy” practice as well as utilization of formal reporting mechanisms and stakeholders and partner’s feedback. This has informed our programmes, learnings and our protective steps in serving and working with varied groups and entities. (accountability, service, learning).

This Standard Operation Procedure (SOP), standardizes our already existing practices and structures for consistency, timely and clear responses; whether in behavior, ethical, operations or safety related concerns. By consolidating processes in other organization policies including Anti-corruption, Whistleblower, Human Resource Manual, Code of Ethic, Safety and Security and Safeguarding policies, this SOP provides a unified and accessible unit for feedback, grievance, redress and accountability. It however, does not diminish or disregard the existing community, local or national structures

Its purpose is therefore to give guidance and a framework for the reporting, collection, and documentation of all categories of complaints, whether received from service users, employees, consultant staff, or interns or volunteers or other partners or stakeholders, to promote accountability. It aims to ensure that feedback, complaints, or grievances are raised effectively and at the earliest possible stage, are documented and addressed timeously and fairly by adopting and implementing safe, accessible, clear and confidential channels for reporting.

Its scope applies to IMPACT’s all levels of engagement: community members, staff, various service providers implementing partners and donors, for all to feel their voices matters and to share their feedback/ suggestions without fear.

Principles such as impartiality and fairness, transparency and accountability, confidentiality and inclusion are consistent with the organization principles and shared values across processes reflected in the relevant attached policies as well as this SOP

Procedure for Receiving Feedbacks and Concerns

IMPACT applies the following standard procedures to all concern, regardless of category

- **Receiving and acknowledgement:** concerns can be reported to any of our channels. Persons are expected to provide detailed. Anonymous reporting is as well supported. information be provided however, anonymity is also encouraged. Reporting channels include Email, Phone number, Postal address, organization website, suggestion box (Please refer to the visual diagram for more details). Acknowledgement of receipt and response timeline is subject to nature of feedback reported.
- **Recording and Documentation:** All received feedbacks will be logged into safe system based on unique codes, with files only accessed by authorized personnel.
- **Assessment:** Complaint Handling Committee assesses the nature of the information and adopt the appropriate response pathway. In all instances, safety, dignity and wellbeing of the concerned parties are prioritized. Where necessary, IMPACT will collaborate with the relevant entities including children protection units, as per the organizations' policy pathways.
- **Referrals:** Based on the nature of the concern, timelines and appropriate steps will be adopted.
- **Case Management and Investigation:** Concerned persons are informed on next steps, including how the case will be handled and the persons responsible. The principle of impartiality will be followed.
- **Outcomes and Communication:** A decision reached will be implemented. All relevant subjects will be informed of the results with clear communication and follow-ups where required.
- **Confidentiality, Protection measures and Case Closure:** After sharing the rationale of the decision, safe storage of documents is done with closure followed by incident report. At all stages, protective measure of non-retaliation will be reinforced.
- **Learning and Adaption:** Lessons drawn will be used to shape to inform program designs, systems update for a strengthened accountable environment

Role and Responsibilities.

This SOP complements and aligns with the roles and mandates described in IMPACT Kenya's existing policies, including the Safeguarding Policy, Code of Conduct, Whistleblower Policy, and HR Manual. Rather than duplicating these responsibilities, the section below outlines the shared and intersecting roles that support the effective implementation of this SOP.

Senior Leadership: Ensure organizational commitment to accountability, allocate resources for feedback systems, and uphold timely decision-making in complex or high-risk cases.

Complaint Handling Committee: oversee, review support to ensure consistent case handling with internal policies including supporting capacity building and ensure impartiality at all stages of investigation. The committee is also responsible for advocating for a safe and accountable culture where persons feel supported and heard. Additionally, liaise with the partners and stakeholders for accountability, and strengthen safeguarding environment.

Focal points including the DSO, HR Feedback structures: Act as the primary focal points for receiving, recoding and referral for concerns raised within specific environment. In collaboration with CHC they support the implementation and ethical alignment with the safeguarding principle.

All IMPACT staff and representatives share the responsibility of upholding safeguarding standards at all times, including understanding of various relevant policies, creating a safe and respectful environment, free from any form of abuse while taking responsible steps in reporting concerns.

Coordination across departments for a clear communication, clarity and timely response will be supported.

Data Collection, Protection and Management *(For more details, please refer to Safeguarding and Communication Policy Attached)*

IMPACT Kenya treats all feedback and grievance information with the highest level of confidentiality. Only authorized personnel directly involved in case handling are granted access to case details.

Data collection processes will be guided by the principles of consent and only necessary and relevant information to the feedback; complaint will be collected in a transparent and respectful manner.

Sensitive cases, especially those involving safeguarding or whistleblower reports, follow enhanced confidentiality protocols as outlined in the relevant policies.

Monitoring, Evaluation and Learning

Feedback and grievance information will not only be useful for concerns addresses but also for improvement of systems, programs and operation across the organization. This will be led by the monitoring and evaluation team supported by the program and relevant team.

This SOP should be read alongside related policies, which provide the detailed procedures for investigation, case management, and disciplinary action. Together, these policies and mechanisms form a coherent and coordinated approach to accountability and organizational learning (SEE THE ANNEX).

The review of this SOP will be reviewed every other 2 years, with feedback from staff, communities, partners contributing to significant policy change and adaption.

FIG.1: Feedback Categories and Response Pathways.

No	Category	Priority level	Documentation	Referral	Response Timeline
1.	Compliment & Appreciation feedback	Low	Feedback sheet	Program Managers/ coordinators /CRP/Link persons	Acknowledge and record within 2 days

2	Recommendation/ Suggestions	Low	Suggestion box/phone call/SMS/Anonymous reporting/Feedback sheet	Program Managers/coordinators	Within 5 days
3	Inquiries about services and programs including targeting procedures, eligibility	High	Record of requests on black books and log sheet (ensure tracking of actions)	Program managers and coordinators	Within 5 days
4	Programmatic complaint including exclusion of a group, inappropriate attitude, discrimination	High	Suggestion box/phone call/SMS/Anonymous reporting/Feedback sheet/Verbal reporting	Director of programs, Director of operations, program managers	5 working days
5	Complaints /feedback related to breach of conduct of the prohibited behaviors	Critical	Suggestion box/phone call/SMS/Anonymous reporting/ Email/ Feedback sheet/verbal reporting,	Managing directors, HR, Conflict Handling Committee depending on the nature of breach	Investigation within 5 days
6	Ethical concerns including fraud, corruption,	Critical	Whistleblower report/ feedback sheet log	CHC committee	Investigation within 5 days
7	Safeguarding concern including abuse/harassment/exploitation	Critical	Safeguarding report, confidential documents/files	Designated safeguarding focal persons, managing directors	Immediate response and escalation where required
8	Third party complaints/ feedback reported on behalf of vulnerable persons/entity	High-Critical	Complaint form/feedback form/reports	DSO, managing directors and the program managers	Dependent on the nature of the feedback reported

Stakeholders and Partners Referral Pathways.

To strengthen a transparent, accountable and safe space for all voices, different categories of feedback from partners and donors will be handled and processed by the collaboration and partnership team, depending on the nature of the concern.

Our feedback and grievance channels are accessible and open to all. IMPACT will act in line with its internal policies, including when feedback touches on collaboration and various arrangement. Its' principles of respectful, confidential and timely response will guide all stages of the feedback and redress processes.

While IMPACT values and strives to engage in meaningful partnerships, it maintains its independent decision-making authority at all times while collaborating and coordinating with the relevant entities and partners where conduct between a staff member, partner or representative involves breach of our values and code conduct.

Report Your Feedback/Compliments/Concerns via Email:
fcm@impactkenya.org



Scan QR Code for Anonymous feedback sharing:



SAFEGUARDING FLOWCHART



ANNEX.



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