



STI: Feedback & Complaints Policy

We love to hear from you

STI values and encourages all forms of feedback and complaints. We are committed to making communication with us as easy as possible: via written correspondence, email, telephone, verbally, anonymously or via a third party, etc.

To enable us to efficiently respond to your complaint we ask for as much information as possible about your concerns. If you are comfortable doing so, providing us with your name, address and details that we can contact you on will help us respond to your feedback or complaint.

Where you wish to remain anonymous please just provide us the details outlining your concerns, so we can thoroughly investigate the situation and make any necessary improvements.

- **General feedback or complaint: Email us at Country Director:**
akalsumf@scienceteachersinitiative.org
- **Mobile: +211929274344 / or +211919274344**
- **Or HR and Admin Manager: Email: padaiang@scienceteachersinitiative.org or**
- **Mobile: +211911171145**

Alternatively, please read on for more detail.

Your privacy is important to us.

We place great emphasis on secure IT systems to protect the information you provide to us and want to ensure that we're as transparent as possible in informing all our supporters how we capture data, store it and most importantly use it.

Receiving feedback from and responding to complaints from stakeholders is an important part of ensuring and improving STI's accountability. STI believes that any stakeholder has the right to raise a complaint, have that complaint addressed and receive a response for mistakes, wrongful actions or breaches of the codes to which STI subscribes.

We understand that some complaints need to be kept confidential in order to safeguard those making or involved in the complaint. However, in some instances we might judge that the complainant will be better served if others are involved in the resolution of a complaint. Third parties will only be included in the resolution of confidential complaints on a case-by-case basis and with the agreement of the complainant.

A few key points about our Policy

This policy applies to STI's operations everywhere.

Feedback or a complaint can be made by any supporter, partner organization, community or individual with whom we work or any member of the public whether an individual, civil society organization, government, company or other entity.

We believe that all our stakeholders can help hold us to account and that their feedback and voice will improve the quality of our work. STI strives to excel in all that it does but recognizes that this may not always be the case. When we make a mistake, we want and need to be informed. We will use the information to endeavor to put things right and to help us to become more effective.

STI puts in place formal mechanisms to gather, monitor and act on feedback from beneficiaries and other key stakeholders. These mechanisms give beneficiaries and local communities a safe and non-threatening way to raise grievances and allegations of harm and have them responded to. An individual or group who expresses a grievance against STI will have his, her or their complaint investigated and acted on.

STI is committed to ensuring the accessibility and transparency of its Complaints Policy, procedures and systems for making a complaint, across the breadth of our work.

Everyone who makes a complaint to STI will be treated with courtesy and respect.

What is a complaint?

We define a complaint as an expression of dissatisfaction about the standards of service, actions or lack of action by STI or its staff, partners or anybody directly involved in the delivery of our work. It is a criticism that expects a reply and would like things to be changed. Complaints could include, but are not limited to, the following:

- Concern about a donation you have made
- Concern from someone we work with about the quality of programme delivery
- Concern from a member of the public or supporter about a particular fundraising approach or campaign
- Concern about the behavior or staff, volunteers or contractors.

A complaint has to be about an action for which STI is responsible or is within our sphere of influence. A complaint is **not**:

- A general query about STI South Sudan's work
- A request for information
- A contractual dispute
- A request to amend records e.g. to correct an address, cancel a donation
- A request to unsubscribe from a STI 'service' e.g. a campaign newsletter or email.

This process does not replace STI 's owns internal grievance and complaints processes and is separate from the complaints process made available to STI South Sudan staff or staff employed in Country Offices managed by STI South Sudan.

How long will the complaint process take?

STI will endeavor to assess and respond to complaints in writing as quickly as possible (usually within two weeks). In the event that 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. Complaints should be made within three months of the relevant incident. In exceptional circumstances, STI will seek to respond to a complaint that is older, although the passage of time may make it harder to resolve the complaint satisfactorily.

Your right to appeal

If you have made a well-founded complaint and are unsatisfied with STI's response, then you have the right to appeal. STI will refer you and the complaint to the STI Regional Office for you to seek redress. If the issue is judged to be unsatisfactorily resolved, it will be dealt with by the STI Board.

After the internal appeal, there is no further internal process.

Is your feedback about any Code of Conduct?

Complaints relating to a breach of Code of Conduct of STI can be made to, Program Manager, HR and Admin Manager or Country Director within the South Sudan Country Office which have a complaints mechanism.

Do you have feedback, a complaint or concern about fraud, discrimination, personal abuse, sexual harassment or exploitation?

Please use our dedicated focal points, HR and Admin Manager or Country Director to reports any complaints you have regarding our Staff members or affiliates

STI is committed to preventing, detecting and correcting fraud, misappropriations, discrimination, sexual harassment, exploitation and abuse, support of terrorism, and other wrongful conduct. Any STI employee or volunteer, partner, vendor, program participant, or any other person, may use this service to report wrongful conduct.

Do you have feedback or complaints related to any of our country field offices?

STI South Sudan directly manages 5 Project offices. Feedback and complaints can also be lodged with STI Focal point about an office where STI has a presence, which are:

1. Western Bhar-El-Ghazal State
2. Juba, *Central Equatoria State*
3. Bor, *Jonglei State*
4. Rank, *Upper Nile State*
5. Abyei, Administrative Area

How do we learn from complaints?

We monitor all complaints and results of such complaints and this information will be brought, regularly, to the attention of appropriate senior managers in order that we learn from what we do and how we do it. This information will not necessarily be available to the public.

STI will keep this policy under review, with regular reports provided to STI 's Senior Management Team and Board. This report will also include consideration and comment on the application of lessons learned from previous years' reports. STI's Senior Leadership team will convene a regular meeting with appropriate managers to decide how STI will apply lessons learned.

Making a complaint or sending feedback:

feedback ?	General or PSEA complaint?	Concerned about discrimination, personal abuse, sexual harassment or exploitation?
Please email us akalsumf@scienceteachersinitiative.org Or padiang@scienceteachersinitiative.org Or phone: +211929274344	Please email us at: akalsumf@scienceteachersinitiative.org	Please contact our dedicated PSEA focal person, HR and Admin Manager or the Country Director

Feedback & Complaints System Flowchart

