



KWALE RECYCLING CENTRE

Empowering People, Managing Waste for the Circular Economy
P. O. Box 5235 80401, Diani,
Kwale County, Kenya

FEEDBACK & GRIEVANCE POLICY & PROCEDURES

Kwale Recycling Centre (KRC) values the importance of open communication in preserving good relations and in resolving misunderstandings among all persons associated with KRC and this Plastic Credits Project. KRC Policy and the Project's Rules state all Employees and Registered Participants **have a right to voice their feedback, comments and grievances**.

Should a situation arise that a Project Participant feels is unsatisfactory, it is important for this to be made known to the appropriate KRC person. Such situations could be related to Health & Safety; Harassment, Bullying, Discrimination, Child or Forced Labour, or other issues.

All Collectors, Staff and other Stakeholders, have a right to be treated with equal regard, dignity, concern and decency. Any action or inaction, communication or behavior that could reasonably be interpreted as harassment or bullying is not to be tolerated. Harassment of any kind denies the worth, integrity and dignity of human beings, fails to respect human rights, and may constitute unlawful discrimination. Please speak up.

Feedback, comments and grievances can be given privately, in discussions or anonymously. The Process below describes how to do this to ensure all receive full consideration by KRC.

PROCEDURE

Kwale Recycling Centre wants to know how you feel about your association with us and this Plastic Credits Project. Participants are encouraged to bring arising issues to the attention of a KRC member listed on the Participant's Registration Card.

Step 1. Giving Feedback, Comments and Grievances

Option 1: Verbal or Phone Discussion

Participants are encouraged to speak directly or by phone to a KRC member. The KRC member is required to report this issue to KRC Management and respond to the Participant within three (3) working days. A resolution through discussion is encouraged at this stage.

Option 2: Written or emailed Feedback or Grievance

If preferred Participants are encouraged to write a letter/note or an email about this issue and give or send this to a KRC member. M Copies of this communication should be sent to the HR office. At this stage a resolution is encouraged through discussion with all concerned parties.

Option 3: Use of the Anonymous DROP BOX

If preferred Participants are encouraged to write a letter/note and place this in the DROP BOX offered by KRC members at meetings or collection points. This letter or note can be unsigned and delivered to KRC by a 3rd party if preferred. **NOTE: KRC does not respond PERSONALLY on anonymous complaints. Such will/may be raised in group discussions.**

Step 2. Resolving Issues or Grievances

Mediation

If the issue or grievance is not resolved through discussion—or in a case where a KRC employee is the offender—the matter will be handled by Management. At this stage, KRC's Management Team will review the matter plus obtain and document evidence of the allegation by interviews and investigation. Within two (2) weeks Management will convene a meeting with the Participant to provide Management's response. The Participant may choose to be accompanied by another person who must also be a Project Participant.

This meeting should be conducted in privacy. Both the accused and the aggrieved party must provide evidence and the allegations must be clearly stated. Minutes must be taken.

After hearing the concerns and receiving the evidence of the accused and the aggrieved, the Management Team will confirm their decision within seven (7) working days, clearly stating in writing the findings, recommendations, and disciplinary action where necessary. The HR Manager must retain all Minutes and Decision Records.

Conclusion

If this issue is not resolved to the satisfaction of the Participant, he/she may request, preferably in writing, for the matter to be reviewed anew by the Management Team. If the Participant is still not satisfied with their recommendations, he/she can further appeal for the issue to be reviewed by the KRC Chief Executive Officer/Advisor by clearly stating in writing the reasons for his/her dissatisfaction. At this stage, the Chief Executive Officer or Advisor, may at his/her discretion determine the case to bring the matter to a conclusion.

IMPORTANT STIPULATIONS

Complainants have the right to withdraw from the process at any stage. However, this does not necessarily halt further investigation and/or action by KRC where there is a real or perceived risk, or where there could be legal implications. Regardless of the outcome, the complainants do not suffer any consequences unless the accusations were deemed malicious.

KRC is committed to confidentiality unless there are exceptional circumstances involving probable risk to the safety of another, or where maintaining confidentiality may be unlawful. Due to the possibility of defamation, all information must be kept confidential. Complainants and respondents are advised not to discuss any matters pertaining to a complaint with anyone other than those directly involved.

KRC observes the principles of justice and fairness by ensuring that anyone whose interests may be adversely affected by a complaint is aware of the allegations against them, including the identity of the person making the allegations, and given the opportunity to respond. The parties involved with or affected by complaints are entitled to a fair hearing and are kept fully informed throughout the process. Allegations that are proved true shall be dealt with as per KRC's Policies and Kenya's Employment Act. Proven serious misconduct including alleged cases of physical or sexual assault and rape may, with the complainant's consent, be referred to external law enforcement agencies. Please note that failure to prove a claim of harassment is not equivalent to a false allegation.

Representation At any time during the management of allegations on harassment or misconduct the complainant or respondent may seek internal representation by any other Participant for fairness and objectivity