

Complaints Policy

- Raleigh Tanzania is committed to being open and transparent, to having strong governance processes and to learning from feedback, from wherever it arises, whether positive or negative. We're always looking to improve the way we do things. To send feedback, please contact us at: rtmanagement@raleightanzania.org
- Negative feedback – a complaint – starts informally. The informal complaint can be dealt with by anyone within Raleigh who has sufficient understanding of the circumstances giving rise to the negative feedback and who has seniority to resolve this. They will try to resolve this informally and quickly. Often this is acceptable to the person raising the informal complaint and nothing further is needed.
- A complaint can be made formally if it cannot be resolved formally. A formal complaint should be addressed in writing to Alistair Mackay, Director of Operations, and a response will be made within 21 working days of receipt of the complaint. All complaints will be acknowledged within 24 working hours. See below for contact details.
- If the complainant is not satisfied with the response, or not comfortable escalating the complaint to Raleigh Tanzania, they can use the Raleigh International complaints policy. This includes appeal to Raleigh's Chief Executive. The policy can be found here: <https://raleighinternational.org/about-us/contact-us/>
- If the complaint is of a **safeguarding** nature, it should be disclosed directly to an Operations Coordinator, Manager, or Director. Complainants can request our full safeguarding policy, or escalate a safeguarding concern, by emailing Raleigh Tanzania management confidentially at rtmanagement@raleightanzania.org
- If the complainant would prefer to escalate the safeguarding concern directly to Raleigh International in London, or the concern involves a member of the Raleigh Tanzania Senior Management Team, you can contact the Raleigh International Director of Safety here: safeguarding@raleighinternational.org
- If the complaint is to report suspected misconduct, negligence or illegal acts (e.g. fraud, bribery, corruption, health and safety risks, sexual harassment, bullying or victimization) it should be escalated using the **whistleblowing policy**. This can be emailed on request using any of the email addresses on this page. Raleigh is committed to supporting you to raise genuine concerns without fear of reprisals, even if you turn out to be mistaken. Raleigh is committed to treating all disclosures consistently and fairly. Raleigh will take all reasonable steps to maintain the confidentiality of the Whistleblower (unless required by law to disclose such information. If this is required, we will discuss this with the person concerned.) You can contact Raleigh International (Director of Corporate and Financial Services) to disclose whistleblowing concerns here: whistleblowing@raleighinternational.org
- If reporting directly to Raleigh International does not feel appropriate, a confidential service is available via an external organisation called Safecall. Safecall provides a 24 hour a day, 7 days a week service. Safecall can be contacted via a secure web portal: www.safecall.co.uk/report or on the following phone number: +44 191 516 7764. You will require international calling credit to access the phone number. These reports, apart from those related to Safeguarding, will then be shared with Raleigh International's Whistleblowing point of contact, the Director of Finance & Corporate Services.

Complaints Process

Homestay families / Community members / Partner Organisations

If you would like to make a complaint, please contact the programmes team member you have had previous contact with:

Augustino Dickson (Project Officer): 0620 282 917 / a.dickson@raleightanzania.org

Jon Nyongoni (Project Officer): 0628 600 001 / j.ngonyani@raleightanzania.org

Hassan Massoud (Project Manager): 0714 144 686 / h.msuya@raleightanzania.org

Alice Copping Programme Manager): 0628 718 726 / a.copping@raleighinternational.org

If you have a complaint regarding a programmes team member, then please contact the Director of Operations, Alistair Mackay

Alistair Mackay: 0628 745 729 / a.mackay@raleighinternational.org

Volunteers / Volunteer Leaders

If you would like to make a complaint, please contact the Deputy Operations Coordinator for your group. These numbers can be found in your project pack. If you have a complaint regarding the Deputy Operations Coordinator or would just prefer to go directly to a staff member, then please contact any of the operations team below.

Operations Coordinators:

Laurence Lukatenga: 0652 297 310 / l.lukatenga@raleightanzania.org

Glory Mbwambo: 0692 429 367 / g.mbwambo@raleightanzania.org

Marie Kwirine: 0766 286 406 / m.kwirine@raleightanzania.org

Vanessa Targett (County Operations Manager): 0626 768 604 / v.targett@raleighinternational.org

Alistair Mackay (Director of Operations): 0628 745 729 / a.mackay@raleighinternational.org

If you have a complaint regarding the Director of Operations or Country Director, please use the Raleigh International Complaints Policy (see above)