



ACEECA

African Centre For
Environment, Energy and
Climate Advocacy

BENEFICIARY COMPLAINTS & FEEDBACK MECHANISM

Empowering Communities.
Ensuring Accountability.
Improving Impact.



INCLUSIVITY
Everyone has
a voice



ACCOUNTABILITY
We listen,
We act



CONFIDENTIALITY
Your information
is safe



IMPROVEMENT
Your feedback drives
positive change

Advocating for a Just, Resilient and Sustainable Kenya

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DOCUMENT PURPOSE AND AUDIENCE

This document serves as the formal instrument establishing the Beneficiary Complaints and Feedback Mechanism (BCFM) of the African Centre for Environment, Energy, and Climate Advocacy (ACEECA). It is directed towards current and prospective partners, including bilateral and multilateral donors, United Nations agencies, international non-governmental organizations, and private sector collaborators. The mechanism described herein demonstrates ACEECA's adherence to internationally recognized accountability frameworks, including the United Nations Secretary-General's Bulletin on Special Measures for Protection from Sexual Exploitation and Sexual Abuse, the Core Humanitarian Standard (CHS), and the Inter-Agency Standing Committee (IASC) principles on accountability to affected populations.

CONTENT

1. Introduction
 2. Purpose and Objectives
 3. Scope of Application
 4. Guiding Principles
 - 4.1 Accessibility
 - 4.2 Confidentiality
 - 4.3 Non-Retaliation
 - 4.4. Impartiality
 - 4.5 Timeliness
 - 4.6 Services-Centre Approach
 - 4.7 Do No Harm
 - 4.8 Transparency
 - 4.9 Inclusion
 - 4.10 Continuous Learning
 5. Key Definitions
 6. Categories of Feedback and Complaints
 7. Eligibility to Submit Complaints and Feedback
 8. Complaints and Feedback Channels
 9. Information Required When Submitting a Complaint
 10. Complaint Handling Process
 11. Service Standards and Timelines
 12. Role and Responsibilities
 13. Confidentiality and Data Protection
 14. Protection Against Retaliation
 15. Special Procedure for Safeguarding Complaints
 16. Anonymous Complaints
 17. Complaints Outside ACEECA's Mandate
 18. Referral Pathways
 19. Communication and Community Awareness
 20. Accessibility and Inclusion
 21. Monitoring, Evaluation, Accountability and Learning (MEAL)
 22. Record Keeping and Documentation
 23. Training and Capacity Building
 24. Resources and Budgeting
 25. Reporting to Stakeholders
 26. Policy Review and Updating
 27. Non-Exclusivity of the Mechanism
 28. Implementation Arrangements
 29. Statement of Commitment
 - Annex 1: Complaint Submission Form
 - Annex 2: Complaints and Feedback Register Template
 - Annex 3: Investigation Report Template
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1. Introduction

The African Centre for Environment, Energy, and Climate Advocacy (ACEECA) operates across Kenya to advance environmental protection, climate resilience, clean energy solutions, and participatory policy advocacy. The organization recognizes that its mandate is fundamentally community-centered and that the legitimacy of its programmes derives from the trust and active engagement of the beneficiaries and communities it serves.

Consequently, ACEECA has established this formal Beneficiary Complaints and Feedback Mechanism (BCFM) as a binding institutional framework for receiving, investigating, and responding to feedback, concerns, complaints, and reports of misconduct.

The BCFM establishes an accessible, confidential, and non-retaliatory system applicable to all ACEECA operations, personnel, contractors, and implementing partners. It is designed to uphold the rights and dignity of all individuals and communities with whom ACEECA engages and to ensure that accountability is not a theoretical principle but a practical, operational reality. The mechanism is fully aligned with the standards and practices of international organizations, including the United Nations Development Programme (UNDP), the United Nations Children's Fund (UNICEF), and the Office of the United Nations High Commissioner for Refugees (UNHCR).

2. Purpose and Objectives

The primary purpose of the BCFM is to operationalize ACEECA's commitment to transparency, accountability, and inclusion. The specific objectives of the mechanism are as follows:

1. To provide safe and accessible channels for beneficiaries and stakeholders to express concerns, suggestions, and complaints.
2. To ensure complaints are received, assessed, and resolved promptly, fairly, and transparently.
3. To strengthen accountability to affected populations and communities.
4. To detect and address misconduct, including fraud, corruption, abuse, exploitation, and safeguarding violations.
5. To improve programme quality and service delivery through systematic analysis of feedback.
6. To build trust between ACEECA and the communities it serves.
7. To promote a culture of learning, responsiveness, and continuous improvement.

3. Scope of Application

This mechanism applies to all ACEECA operations, programmes, and activities, without exception. These include environmental restoration initiatives, climate change adaptation and mitigation projects, clean energy and low-carbon technology deployments, community advocacy and governance programmes, digital platforms and services, farmer support and market systems integration, training workshops and public events, research and policy development activities, and all partnerships and subcontracted arrangements.

The mechanism covers concerns, complaints, and reports of misconduct involving any individual or entity acting on behalf of or in association with ACEECA.

This includes ACEECA staff members at all levels, members of the Board of Directors, volunteers and interns, consultants and technical advisors, contractors and suppliers, implementing partners and subcontractors, and community representatives or intermediaries working under ACEECA's mandate.

4. Guiding Principles

The BCFM is anchored in the following principles, which govern all aspects of its design and implementation.

4.1 Accessibility

All beneficiaries shall have multiple, free, and culturally appropriate ways to submit complaints and feedback regardless of age, gender, literacy level, disability, or geographic location.

4.2 Confidentiality

Information provided through the mechanism shall be treated with the highest level of discretion and shared only with authorized personnel on a need-to-know basis.

4.3 Non-Retaliation

No person shall suffer intimidation, discrimination, or adverse consequences for raising a complaint or providing feedback in good faith.

4.4 Impartiality

All complaints shall be assessed objectively and fairly without bias or conflict of interest.

4.5 Timeliness

Complaints shall be acknowledged and addressed within clearly defined timeframes.

4.6 Survivor-Centered Approach

Complaints involving sexual exploitation, abuse, harassment, or child protection concerns shall prioritize the safety, dignity, and informed consent of survivors.

4.7 Do No Harm

Complaint handling processes shall minimize any risk of further harm to complainants and affected persons.

4.8 Transparency

Communities shall be informed about how the mechanism works and what to expect after submitting a complaint.

4.9 Inclusion

Special measures shall be taken to ensure marginalized groups, including women, youth, persons with disabilities, and indigenous communities, can access the mechanism.

4.10 Continuous Learning

Feedback and complaint trends shall be analyzed to improve programmes and institutional systems.

5. Key Definitions

For the purposes of this mechanism, the following definitions shall apply:

5.1 Beneficiary

Any individual, household, group, or community that directly or indirectly receives support, services, information, training, or benefits from ACEECA programmes and activities.

5.2 Feedback

Any opinion, suggestion, compliment, observation, or recommendation intended to improve ACEECA's programmes, services, or engagement with communities.

5.3 Complaint

An expression of dissatisfaction regarding the quality, appropriateness, fairness, conduct, or impact of ACEECA's activities, decisions, or personnel.

5.4 Sensitive Complaint

A complaint involving allegations of fraud, corruption, sexual exploitation and abuse (SEA), sexual harassment (SH), child abuse, discrimination, retaliation, or other serious misconduct requiring confidential handling.

5.5 Complainant

Any person or organization submitting feedback or a complaint.

5.6 Anonymous Complaint

A complaint submitted without identifying the complainant. Anonymous complaints will be considered to the extent that sufficient information is provided to permit assessment and action.

5.7 Whistleblower

A person who reports suspected wrongdoing or unethical conduct in good faith.

6. Categories of Feedback and Complaints

ACEECA receives and processes both positive and corrective feedback across several substantive categories.

6.1 General Feedback and Suggestions

Include recommendations for improving programme design or implementation, suggestions regarding community engagement methods, comments on staff responsiveness and professionalism, and ideas for new initiatives or partnerships.

6.2 Service Delivery Complaints

Encompass delays in project implementation, exclusion from programme activities, perceived unfairness in beneficiary selection processes, poor quality of services or distributed materials, and provision of inaccurate or misleading information.

6.3 Staff Conduct Complaints

Address rudeness or disrespect, abuse of authority, discrimination on any prohibited ground, breach of confidentiality, and conflicts of interest.

6.4 Safeguarding Complaints

Represent the most serious category and include sexual exploitation and abuse, sexual harassment, child abuse or neglect, gender-

based violence, and exploitation of vulnerable persons.

6.5 Financial Integrity Complaints

Involve fraud, corruption, theft or misuse of funds, bribery, and procurement irregularities.

6.6 Environmental and Social Concerns

Include unintended negative environmental impacts of projects, community disputes arising from project implementation, land use concerns, and health and safety issues. Finally, the mechanism also records;

6.7 Compliments and Recognition

Including positive experiences, acknowledgment of exemplary staff conduct, and success stories or testimonials.

7. Eligibility to Submit Complaints and Feedback

The BCFM is open to all persons and entities without prerequisite formal status or documentation.

Eligible users include:

- all beneficiaries and project participants,
- community members in areas where ACEECA operates,
- farmers and producer groups,
- youth and women's organizations,
- persons with disabilities,
- indigenous and marginalized communities,
- local leaders and traditional institutions,
- government representatives at all levels,
- civil society organizations,
- implementing partners, suppliers and contractors, and,
- ACEECA staff and volunteers acting in their capacity as whistleblowers.

8. Complaint and Feedback Channels

ACEECA shall maintain multiple reporting channels to ensure accessibility and convenience.

8.1 Toll-Free Telephone Line

Beneficiaries may call a designated toll-free number during working hours to speak with a trained complaints focal point.

8.2 SMS and WhatsApp

Community members may send messages, voice notes, photos, and documents through secure mobile platforms.

8.3 Email

Complaints may be submitted electronically to a dedicated address as:

feedback@aceeca.org or
complaints@aceeca.org

8.4 Online Complaint Form

A secure form shall be available on the ACEECA website to enable submissions from any location.

8.5 Suggestion Boxes

Locked and clearly labeled boxes may be placed at project sites, training venues, and community centers.

8.6 In-Person Reporting

Complaints may be submitted verbally to ACEECA staff, community facilitators, or designated focal persons.

8.7 Community Meetings

Structured feedback sessions, barazas, focus groups, and stakeholder consultations may be used to collect concerns and recommendations.

8.8 Postal Mail

Written complaints may be sent to ACEECA's registered office.

8.9 Social Media Direct Messages

Beneficiaries may communicate through official ACEECA platforms, which shall be monitored regularly.

8.10 Referral Partners

Complaints may also be received through trusted community-based organizations, local authorities, and partner institutions.

9. Information Required When Submitting a Complaint

To facilitate effective review, complainants are encouraged to provide:

- Name and contact details (optional);
- Date of submission;
- Description of the issue;
- Date and location of occurrence;
- Persons involved;
- Supporting evidence, if available;
- Preferred method of communication;
- Desired resolution, where applicable.

A complaint will not be rejected solely because some information is unavailable.

10. Complaint Handling Process

ACEECA shall manage all complaints and feedback through a structured and standardized process to ensure consistency, fairness, and accountability.

10.1 Step 1: Receipt and Registration

All complaints and feedback received through any reporting channel shall be documented in the ACEECA Complaints and Feedback Register.

Each submission shall be assigned:

- A unique reference number;
- Date and time of receipt;
- Category of complaint;
- Risk level (low, medium, or high);
- Assigned officer;

- Target resolution date.

Where contact information is provided, the complainant shall receive an acknowledgment confirming receipt of the complaint.

Target timeframe: Within **2 working days** of receipt.

10.2 Step 2: Screening and Classification

The designated Complaints and Feedback Officer shall review the submission to determine:

- Whether the issue falls within ACEECA's mandate;
- The seriousness and urgency of the complaint;
- Whether immediate safeguarding or protection action is required;
- The most appropriate unit or officer to handle the matter;
- Whether the complaint should be referred to another institution.

Complaints shall be classified as:

- General feedback;
- Operational complaint;
- Sensitive complaint;
- Safeguarding complaint;
- Fraud and corruption allegation;
- External referral case.

Target timeframe: Within **3 working days** of receipt.

10.3 Step 3: Acknowledgment to the Complainant

Where possible, ACEECA shall inform the complainant that:

- The complaint has been received;
- The issue is under review;
- An estimated timeline for response;
- Additional information may be requested if necessary;
- Confidentiality protections are in place.

For anonymous complaints, acknowledgment may not be possible, but the issue shall still be assessed if adequate information is available.

10.4 Step 4: Investigation and Assessment

The responsible officer or investigation team shall gather relevant information through:

- Interviews with complainants, witnesses, and staff;
- Review of documents and records;
- Site visits;
- Examination of financial or procurement records;
- Consultation with safeguarding or legal experts.

Investigations shall be impartial, evidence-based, and conducted with due respect for all parties involved.

Special Procedures for Sensitive Cases

Complaints involving:

- Sexual exploitation and abuse (SEA);
- Sexual harassment (SH);
- Child protection concerns;
- Fraud and corruption;
- Serious misconduct;

shall be escalated immediately to senior management and handled under ACEECA's Safeguarding Policy, Child Protection Policy, Anti-Fraud Policy, and relevant legal requirements.

Target timeframe: Normally completed within **15 working days**, depending on complexity.

10.5 Step 5: Decision and Resolution

Based on the findings, ACEECA shall determine appropriate actions, which may include:

- Clarification or explanation;
- Apology;
- Corrective action;

- Programme adjustments;
- Staff coaching or disciplinary measures;
- Referral to specialized services;
- Recovery of misused funds;
- Referral to law enforcement or regulatory authorities.

All decisions shall be documented and approved by the relevant authority.

10.6 Step 6: Communication of Outcome

Where contact information is available, the complainant shall be informed of:

- Whether the complaint was substantiated;
- Actions taken or planned;
- Any limitations on information disclosure due to confidentiality;
- Available appeal options.

In sensitive cases, only information that is appropriate and lawful to disclose shall be shared.

Target timeframe: Within **5 working days** after conclusion of the investigation.

10.7 Step 7: Appeals and Review

If dissatisfied with the outcome, the complainant may request a review within **14 calendar days** of receiving the decision.

The appeal shall be assessed by an independent officer or committee not directly involved in the initial investigation.

The appeal decision shall be final within ACEECA's internal process.

Target timeframe: Within **15 working days** of receiving the appeal.

10.8 Step 8: Closure

A complaint shall be considered closed when:

- The complainant accepts the resolution; or

- All reasonable actions have been completed; or
- The complainant does not respond within a reasonable period; or
- The appeal process has been exhausted.

The closure date and final outcome shall be recorded in the Complaints Register.

10.9 Step 9: Learning and Institutional Improvement

Complaints and feedback shall be analyzed periodically to identify:

- Recurring issues;
- Systemic weaknesses;
- Safeguarding risks;
- Opportunities for programme improvement;
- Training needs;
- Policy revisions.

Lessons learned shall be integrated into planning, implementation, and organizational decision-making.

11. Service Standards and Timelines

Complex or highly sensitive cases may require additional time, but complainants shall be informed of any delays where possible.

Stage	Target Timeline
Receipt acknowledgment	2 working days
Screening and classification	3 working days
Investigation	15 working days
Communication of outcome	5 working days after investigation
Appeal submission	Within 14 calendar days
Appeal determination	15 working days
Standard case closure	Within 30 working days

12. Roles and Responsibilities

Effective implementation of the Beneficiary Complaints and Feedback Mechanism requires clear accountability across the organization.

12.1 Board of Directors

The Board of Directors provides strategic oversight and ensures that ACEECA maintains robust systems for accountability and ethical conduct. The Board shall:

- Approve the Beneficiary Complaints and Feedback Mechanism and related policies;
- Review reports on significant complaints and systemic issues;
- Provide oversight on high-risk matters involving senior management;
- Ensure adequate resources are allocated for implementation;
- Promote a culture of integrity and accountability.

12.2 Chief Executive Officer (CEO)

The Chief Executive Officer bears overall responsibility for the effectiveness of the mechanism and shall:

- Champion accountability to beneficiaries and stakeholders;
- Ensure organizational compliance with this mechanism;
- Authorize investigations into serious complaints;
- Approve corrective and disciplinary actions;
- Report major issues to the Board where necessary.

12.3 Complaints and Feedback Officer

ACEECA shall designate a trained officer to coordinate day-to-day administration of the mechanism. The officer shall:

- Receive and register all complaints and feedback;
- Maintain the Complaints and Feedback Register;
- Conduct initial screening and classification;

- Coordinate investigations and follow-up actions;
- Communicate with complainants;
- Prepare periodic reports and trend analyses;
- Safeguard confidentiality and data protection.

12.4 Programme Managers and Project Officers

Programme teams play a central role in responding to operational issues and shall:

- Inform communities about available feedback channels;
- Support beneficiaries to submit complaints;
- Investigate programme-related concerns;
- Implement corrective actions;
- Document lessons learned.

12.5 Safeguarding Focal Point

The Safeguarding Focal Point shall lead the management of complaints involving sexual exploitation and abuse, sexual harassment, child protection, and related concerns.

Responsibilities include:

- Ensuring survivor-centered responses;
- Coordinating referrals to specialized services;
- Advising on risk mitigation;
- Monitoring compliance with safeguarding standards.

12.6 Finance and Procurement Unit

The Finance and Procurement Unit shall handle allegations involving fraud, corruption, procurement irregularities, and misuse of resources.

12.7 Human Resources Function

Human Resources shall:

- Support disciplinary processes;

- Ensure due process;
- Maintain confidential personnel records;
- Facilitate staff training on accountability and conduct.

12.8 All Staff, Volunteers, Consultants, and Partners

Every person acting on behalf of ACEECA shall:

- Treat beneficiaries with dignity and respect;
- Inform communities about their right to complain;
- Report concerns promptly;
- Cooperate with investigations;
- Refrain from retaliation against complainants.

13. Confidentiality and Data Protection

ACEECA is committed to protecting the privacy and security of all individuals who use the mechanism.

13.1 Confidential Handling

All complaints shall be handled discreetly. Information shall only be shared with personnel directly involved in assessment and resolution.

13.2 Secure Storage

Records shall be stored in password-protected electronic systems and locked physical files with restricted access.

13.3 Data Minimization

Only information necessary to assess and resolve the complaint shall be collected.

13.4 Informed Consent

Where personal information must be shared with external service providers or authorities, informed consent shall be obtained whenever appropriate and legally permissible.

13.5 Retention Period

Complaint records shall be retained in accordance with ACEECA's records management and data protection policies and applicable legal requirements.

14. Protection Against Retaliation

ACEECA strictly prohibits and will not tolerate retaliation against any person who submits a complaint, provides information, or participates in an investigation in good faith.

Retaliation includes:

- threats or intimidation,
- harassment,
- exclusion from programme benefits,
- employment sanctions (including demotion, suspension, or dismissal),
- defamation,
- discrimination, or any other adverse treatment motivated by the person's use of the BCFM.

Any allegation of retaliation is treated as a serious misconduct matter and investigated promptly, with substantiated cases resulting in disciplinary action up to and including dismissal and, where appropriate, referral to law enforcement.

15. Special Procedures for Safeguarding Complaints

Complaints involving sexual exploitation and abuse, sexual harassment, child abuse, or other safeguarding concerns require immediate and sensitive handling.

15.1 Immediate Actions

Upon receiving a safeguarding complaint, ACEECA shall:

- Prioritize the safety and wellbeing of the affected person;
- Maintain strict confidentiality;

- Obtain informed consent where appropriate;
- Refer survivors to medical, psychosocial, legal, and protection services;
- Notify relevant authorities when required by law.

15.2 Survivor-Centered Principles

Responses shall be guided by:

- Safety;
- Confidentiality;
- Respect;
- Non-discrimination;
- Informed choice.

15.3 Mandatory Reporting

Where national law requires reporting, particularly in cases involving children, ACEECA shall comply with statutory obligations while safeguarding the rights and dignity of those affected.

16. Anonymous Complaints

ACEECA recognizes that some individuals may fear retaliation, stigma, or other consequences if they reveal their identities. The organization therefore accepts anonymous complaints and feedback.

Anonymous complaints shall:

- Be registered and assessed in the same manner as other complaints;
- Be investigated to the extent that sufficient information is provided;
- Receive the same level of seriousness and confidentiality;
- Be used to identify patterns and systemic risks.

While anonymous submissions may limit ACEECA's ability to seek clarification or provide a direct response, they remain an important tool for promoting accountability and uncovering misconduct.

17. Complaints Outside ACEECA's Mandate

Some complaints may relate to issues beyond ACEECA's authority or operational scope.

Examples include:

- Government policy decisions;
- Judicial matters;
- Interpersonal disputes unrelated to ACEECA;
- Actions of organizations not affiliated with ACEECA.

In such cases, ACEECA shall:

1. Inform the complainant, where possible, that the matter falls outside its mandate;
2. Provide information on appropriate referral institutions where available;
3. Record the complaint for reference and trend analysis.

18. Referral Pathways

When complaints require specialized support or statutory intervention, ACEECA shall refer complainants to competent service providers and authorities, including:

- Medical facilities;
- Psychosocial counselors;
- Legal aid organizations;
- Child protection agencies;
- Gender-based violence recovery centers;
- Law enforcement agencies;
- Anti-corruption authorities;
- County and national government departments.

Referrals shall be guided by informed consent, confidentiality, and the best interests of affected individuals.

19. Communication and Community Awareness

A complaints mechanism is only effective if communities understand their rights and know how to use it. ACEECA shall proactively inform beneficiaries and stakeholders about the mechanism through:

- Community meetings and barazas;
- Training sessions and workshops;
- Posters and brochures;
- Project signboards;
- Radio announcements;
- Social media platforms;
- ACEECA's website;
- SMS and WhatsApp messaging.

Awareness materials shall clearly explain:

- The right to provide feedback and make complaints;
- Available reporting channels;
- Assurance of confidentiality;
- Protection from retaliation;
- Expected timelines;
- Contact information.

Materials shall be presented in English, Kiswahili, and relevant local languages as appropriate.

20. Accessibility and Inclusion Measures

ACEECA is committed to ensuring that all individuals, including marginalized and vulnerable groups, can safely access the mechanism.

Specific measures shall include:

- Toll-free communication channels;
- Verbal reporting options for non-literate persons;
- Translation and interpretation services;

- Child-friendly reporting methods;
- Gender-sensitive focal points;
- Accessible formats for persons with disabilities;
- Safe and private reporting spaces.

Special attention shall be given to:

- Women and girls;
- Children and adolescents;
- Persons with disabilities;
- Indigenous peoples;
- Elderly persons;
- Remote and underserved communities.

21. Monitoring, Evaluation, Accountability and Learning (MEAL)

ACEECA shall integrate the Beneficiary Complaints and Feedback Mechanism into its broader Monitoring, Evaluation, Accountability and Learning (MEAL) system.

21.1 Key Performance Indicators

The following indicators may be tracked:

- Number of complaints and feedback submissions received;
- Percentage acknowledged within target timelines;
- Percentage resolved within established standards;
- Number of safeguarding complaints;
- Number of substantiated misconduct cases;
- Beneficiary satisfaction with the response process;
- Recurring themes and corrective actions implemented.

21.2 Trend Analysis

Quarterly and annual analyses shall identify:

- Emerging risks;

- Operational bottlenecks;
- Geographic patterns;
- Programmatic weaknesses;
- Opportunities for innovation and improvement.

21.3 Management Reporting

Summary reports shall be submitted to senior management and the Board of Directors to support evidence-based decision-making and institutional strengthening.

22. Record Keeping and Documentation

Accurate documentation is essential to accountability and organizational learning.

ACEECA shall maintain:

- Complaints and Feedback Register;
- Investigation reports;
- Correspondence with complainants;
- Action plans and follow-up records;
- Appeal records;
- Trend analysis reports.

All records shall be protected in accordance with confidentiality and data protection requirements.

23. Training and Capacity Building

To ensure effective implementation of the Beneficiary Complaints and Feedback Mechanism, ACEECA shall provide regular training and capacity-building for staff, volunteers, consultants, and partners.

23.1 Training Objectives

Training shall equip personnel with the knowledge and skills required to:

- Understand the purpose and importance of accountability to affected populations;

- Receive and document complaints appropriately;
 - Maintain confidentiality and data protection;
 - Apply survivor-centered approaches in safeguarding cases;
 - Conduct fair and impartial investigations;
 - Communicate respectfully with complainants;
 - Identify referral pathways;
 - Use complaint data for programme improvement.
- Toll-free communication services;
 - Website and digital reporting tools;
 - Translation and interpretation;
 - Training and awareness materials;
 - Secure data management systems;
 - Referral support;
 - Monitoring and reporting.

Resource allocation reflects ACEECA's commitment to accountability as a core organizational responsibility rather than an optional activity.

25. Reporting to Stakeholders

ACEECA shall periodically share aggregated, non-identifying information on complaints and feedback to demonstrate transparency and accountability.

Reports may include:

- Number and types of complaints received;
- Resolution rates;
- Average response times;
- Key themes and trends;
- Corrective actions undertaken;
- Lessons learned and programme improvements.

Such reporting may be included in:

- Annual reports;
- Donor reports;
- Board papers;
- Community feedback meetings;
- Organizational learning reviews.

No personally identifiable information shall be disclosed.

26. Policy Review and Updating

This mechanism shall be reviewed at least once every three (3) years, or earlier where necessary due to:

23.2 Target Participants

Training shall be provided to:

- Board members;
- Senior management;
- Programme staff;
- Community facilitators;
- Volunteers and interns;
- Consultants;
- Implementing partners;
- Community focal persons.

23.3 Frequency of Training

- Induction training for all new personnel;
- Annual refresher training;
- Specialized training for safeguarding and investigation teams;
- Community sensitization sessions as needed.

24. Resources and Budgeting

ACEECA shall allocate adequate financial, human, and technological resources to ensure the effective functioning of the mechanism.

Budget provisions may include:

- Staffing and focal point support;

- Changes in legislation or regulatory requirements;
- Organizational restructuring;
- Emerging safeguarding standards;
- Lessons learned from implementation;
- Recommendations from audits or evaluations.

Amendments shall be approved by ACEECA's Board of Directors.

27. Non-Exclusivity of the Mechanism

The Beneficiary Complaints and Feedback Mechanism does not limit any individual's right to seek remedies through other lawful avenues, including:

- Courts of law;
- Regulatory authorities;
- Law enforcement agencies;
- Human rights institutions;
- Professional bodies.

Use of this mechanism is voluntary and intended to provide an accessible and responsive internal avenue for addressing concerns.

28. Implementation Arrangements

The mechanism shall become operational through the following steps:

1. Formal approval by the Board of Directors;
2. Appointment of a Complaints and Feedback Officer;
3. Development of reporting tools and registers;
4. Establishment of communication channels;
5. Staff and partner training;
6. Community awareness and sensitization;

7. Integration into programme and MEAL systems;
8. Periodic monitoring and review.

29. Statement of Commitment

ACEECA believes that the communities it serves are rights-holders and essential partners in achieving sustainable environmental protection, climate resilience, clean energy access, and social transformation.

The organization is committed to listening actively, responding respectfully, and taking corrective action whenever concerns are raised. Every complaint and every piece of feedback represents an opportunity to strengthen trust, improve programme effectiveness, and uphold the dignity and rights of those we serve.

By implementing this Beneficiary Complaints and Feedback Mechanism, ACEECA affirms its dedication to transparency, accountability, safeguarding, and inclusive participation in all aspects of its work.

ANNEX 1: COMPLAINT SUBMISSION FORM

ACEECA Beneficiary Complaints and Feedback Mechanism

Complaint, Feedback, Suggestion and Compliment Form

Reference Number: _____

Date Received: ____ / ____ / ____

Received By: _____

Reporting Channel: ☐ Phone ☐ SMS ☐ WhatsApp ☐ Email ☐ Website ☐ Suggestion Box ☐ In Person ☐ Community Meeting ☐ Other: _____

Section A: Complainant Information (Optional)

Item	Details
Full Name	_____
Organization/Group (if applicable)	_____
Gender (Optional)	☐ Male ☐ Female ☐ Non-Binary ☐ Prefer Not to Say
Age Group (Optional)	☐ Under 18 ☐ 18–24 ☐ 25–34 ☐ 35–49 ☐ 50+
Telephone Number	_____
Email Address	_____
Physical Address/Village	_____
County/Sub-County	_____
Preferred Language	☐ English ☐ Kiswahili ☐ Local Language: _____
Preferred Contact Method	☐ Phone ☐ SMS ☐ WhatsApp ☐ Email ☐ No Contact Required
Do you wish to remain anonymous?	☐ Yes ☐ No

Section B: Type of Submission

- ☐ Suggestion
- ☐ Compliment
- ☐ General Feedback
- ☐ Service Delivery Complaint
- ☐ Staff Conduct Complaint
- ☐ Safeguarding Concern (SEA/SH/Child Protection)
- ☐ Fraud/Corruption Allegation
- ☐ Environmental/Social Concern
- ☐ Appeal Against Decision
- ☐ Other: _____

Section C: Description of the Issue

1. What happened?

2. When did it happen?
3. Where did it happen?
4. Who was involved?
5. Were there any witnesses?
6. Have you reported this issue elsewhere? ☐ Yes ☐ No
If yes, where?

7. What action would you like ACEECA to take?

Section D: Supporting Evidence

- ☐ Documents
- ☐ Photos
- ☐ Audio Recordings
- ☐ Video Recordings
- ☐ Witness Statements
- ☐ Other: _____

Number of attachments: _____

Section E: Consent and Declaration

I confirm that the information provided is true to the best of my knowledge.

Signature/Thumbprint (Optional): _____

Date: ____ / ____ / ____

For Official Use Only

Item	Details
Complaint Category	_____
Risk Level	☐ Low ☐ Medium ☐ High
Confidential?	☐ Yes ☐ No
Assigned To	_____
Acknowledgment Sent	☐ Yes ☐ No
Target Resolution Date	____ / ____ / ____
Status	☐ Open ☐ Under Review ☐ Closed ☐ Referred

ANNEX 2: COMPLAINTS AND FEEDBACK REGISTER TEMPLATE

ACEECA Beneficiary Complaints and Feedback Mechanism (BCFM)

Complaints and Feedback Register

This register is a confidential internal tracking tool used by ACEECA to systematically record, monitor, and manage all complaints, feedback, and related follow-up actions received through the Beneficiary Complaints and Feedback Mechanism.

1. Register Overview

Office/Project: _____

Reporting Period: From ____ / ____ / ____ To ____ / ____ / ____

Maintained By: _____

Date of Update: ____ / ____ / ____

2. Complaints and Feedback Log

(See Figure Table 1.1)

3. Complaint Categories (for coding purposes)

- GEN – General Feedback
- SD – Service Delivery Issue
- SC – Staff Conduct
- SAFE – Safeguarding (SEA/SH/Child Protection)
- FRAUD – Fraud/Corruption
- ENV – Environmental/Social Concern
- APPEAL – Appeal Case
- OTHER – Other Issues

4. Risk Classification Guide

- **Low Risk:** Minor service dissatisfaction or general feedback
- **Medium Risk:** Operational issues affecting service delivery
- **High Risk:** Safeguarding concerns, fraud, corruption, or serious misconduct requiring urgent attention

5. Status Definitions

- **Open:** Complaint received and pending action
- **Under Review:** Investigation ongoing
- **Escalated:** Referred to higher authority or specialist unit
- **Resolved:** Action taken and complainant informed
- **Closed:** Fully concluded and documented
- **Referred:** Sent to external institution or partner agency

6. Monthly Summary Section

Total Submissions:

- Complaints: _____
- Feedback: _____
- Compliments: _____

Key Trends Identified:

Key Trends Identified:

High-Risk Cases:

Actions Taken:

Lessons Learned:

7. Sign-Off

Prepared By: _____ **Signature:** _____ **Date:** ____ / ____ / ____

Reviewed By (Supervisor): _____ **Signature:** _____ **Date:** ____ / ____ / ____

Approved By: _____ **Signature:** _____ **Date:** ____ / ____ / ____

2. Complaints and Feedback Log: Table 1.1

Ref No.	Date Received	Name of Complainant (or Anonymous)	Gender/Age (if known)	Type (Complaint/ Feedback)	Category	Summary of Issue	Channel Received
1							
2							
3							

Risk Level	Assigned Officer	Acknowledged (Y/N)	Status	Target Resolution Date	Actual Closure Date	Outcome/ Action Taken	Referral Required (Y/N)

Remarks

ANNEX 3: INVESTIGATION REPORT TEMPLATE

ACEECA Beneficiary Complaints and Feedback Mechanism (BCFM)

Investigation Report Template

This template is used by ACEECA to document findings from investigations conducted under the Beneficiary Complaints and Feedback Mechanism. It ensures consistency, transparency, and accountability in the handling of complaints, particularly those involving sensitive or high-risk issues.

1. Case Identification

Case Reference Number: _____

Date Investigation Initiated: ____ / ____ / ____

Date Investigation Completed: ____ / ____ / ____

Type of Case:

- ☐ Complaint
- ☐ Feedback (requiring investigation)
- ☐ Safeguarding Concern
- ☐ Fraud/Corruption Allegation
- ☐ Staff Misconduct
- ☐ Other: _____

Category Code: ☐ GEN ☐ SD ☐ SC ☐ SAFE ☐ FRAUD ☐ ENV ☐ OTHER

2. Investigation Team

Name	Position	Role in Investigation
		Lead Investigator
		Team Member
		Safeguarding Focal Point (if applicable)
		External Advisor (if any)

3. Summary of Complaint

Provide a clear and concise summary of the issue being investigated:

Date of Incident(s): _____

Location(s): _____

Persons Involved: _____

4. Methodology

Describe how the investigation was conducted:

- ☐ Interviews
- ☐ Document Review
- ☐ Field Visits
- ☐ Observation
- ☐ Financial Audit Review
- ☐ Stakeholder Consultation
- ☐ Other: _____

Details of Methods Used:

5. Evidence Collected

List all evidence reviewed or collected:

- Documents: _____
- Photographs: _____
- Audio/Video: _____
- Witness Statements: _____
- Financial Records: _____
- Other: _____

6. Summary of Findings

Provide an objective summary of factual findings:

7. Analysis of Findings

Assess whether the complaint is:

- ☐ Substantiated (confirmed by evidence)
- ☐ Partially Substantiated
- ☐ Unsubstantiated
- ☐ Inconclusive (insufficient evidence)
- ☐ False/Malicious (if applicable and proven)

Explanation:

8. Policy or Procedure Breaches Identified (if any)

- ☐ Code of Conduct Violation
- ☐ Safeguarding Policy Breach
- ☐ Financial Misconduct
- ☐ Procurement Irregularity
- ☐ Discrimination/Harassment
- ☐ Data Protection Breach
- ☐ Other: _____

Details:

9. Actions Taken / Recommended Actions

Immediate Actions:

Corrective Actions:

Disciplinary Actions (if applicable):

Referral Actions (if applicable):

- ☐ Law Enforcement
- ☐ Child Protection Services
- ☐ Anti-Corruption Authority
- ☐ Medical/Psychosocial Services
- ☐ Other: _____

10. Risk Assessment

Current Risk Level:

☐ Low ☐ Medium ☐ High ☐ Critical

Justification:

11. Communication with Complainant

- ☐ Acknowledged
- ☐ Updates Provided
- ☐ Final Outcome Shared
- ☐ Not Applicable (Anonymous Case)

Date Complainant Informed: ____ / ____ / ____

Summary of Communication:

12. Lessons Learned

Identify systemic or operational improvements:

13. Conclusion

Final statement summarizing the case outcome:

14. Sign-Off

Lead Investigator: _____ Signature: _____ Date: ____ / ____ / ____

Safeguarding Focal Point (if applicable): _____ Signature: _____ Date: ____ / ____ / ____

Programme Manager: _____ Signature: _____ Date: ____ / ____ / ____

Approved By (Senior Management): _____ Signature: _____ Date: ____ / ____ / ____



Our Mission

To Advance inclusive, evidence based and locally driven solutions at the intersection of environmental protection, climate action, clean energy and climate governance.

Our Vision

A Climate resilient and environmentally sustainable future where communities thrive in harmony with nature, clean energy is accessible to all, and inclusive climate governance ensures that no one is left behind.