

STIR EXTERNAL COMPLAINTS PROCEDURE

STiR is committed to the highest possible standards of openness and accountability therefore in line with our values, we welcome any kind of complaints from our external stakeholders regarding our team members (employees, consultants, volunteers and interns) in the process of implementing our programme in various settings such as schools, public offices and places. In case of a complaint, one is encouraged to write to us on externalcomplaint@STiReducation.org. This email is accessible to our People team in all our geographies who will ensure that these complaints are followed up and resolved in line with STiR's policies and procedures and the law of the land.

PROCESS TO RAISE A CONCERN/COMPLAINT

Please write an e-mail to us with your concern/complaint. The email should clearly detail the following:

- i. Nature of complaint (please provide the details to the best accuracy and evidence should there be any).
- ii. Name and address of complainant (for ease of follow up and feedback actions undertaken)*.
- iii. Date of occurrence.
- iv. Location.

**Note: STiR is committed to maintain confidentiality of the details of the individual/organisation sharing the concerns/complaints with us.*

This includes but is not limited to:

1. A criminal offence.
2. The breach of a legal obligation.
3. A safeguarding offense against children.
4. Suspected anti-fraud/bribery offences.
5. A miscarriage of justice.
6. A danger to the health and safety of any individual.
7. Damage to the environment.
8. Abuse of authority.
9. Coercion.
10. Any kind of harassment.
11. A deliberate attempt to conceal any of the above.

ACTION FROM STIR

Our People team will respond within 48 hours from when the complaint is lodged and will carry out a formal investigation in accordance with our grievance handling procedure to further understand the nature/circumstances regarding the complaint. This may involve directly contacting the complainant for more details and informing them of the process as and when needed.

Once the process has been carried out on investigation, the People team will share back the action taken with the complainant.

Note: STiR reserves the right to share the details of the investigations to maintain confidentiality of the concerned parties. Investigations may be discrete or open depending on the nature of the complaint.