



Stakeholder Democracy Network (SDN)

Complaints and Feedback Policy

Effective Date: September 2026

1. Purpose

Stakeholder Democracy Network (SDN, "we", "us", "our") is committed to accountability, transparency, and continuous improvement in all our activities. This policy explains how individuals affected by our work, including community members, partners, donors, staff, and the public, can raise concerns, complaints, or feedback about SDN's conduct, programs, or use of funds. We view every complaint as an opportunity to learn and improve. Raising a concern will not result in reduced access to SDN's programs or support.

2. Who Can Use This Policy

This policy is available to everyone, including members of communities where SDN operates, program participants and beneficiaries, donors and funding partners, government or corporate stakeholders, SDN staff, consultants, volunteers, and the general public.

3. What You Can Complain About

This includes, but is not limited to:

Complaints can relate to, but are not limited to:

- The conduct of SDN staff, consultants, volunteers, or representatives
- The quality, design, or delivery of any SDN program or project
- Concerns about the use of donor funds or financial mismanagement
- Breaches of SDN's Safeguarding Policy, including issues of child protection and protection from sexual exploitation and abuse (PSEA)
- Data protection or privacy concerns, as outlined in our Privacy and Cookies Policy
- Any other conduct that falls short of the standards SDN upholds

Safeguarding concerns, including any allegation of abuse, exploitation, or harm to a child or vulnerable adult, will always be treated as urgent and handled under both this policy and SDN's Safeguarding Policy. See Section 7.

4. How to Make a Complaint

Complaints can be submitted through any of the following channels:

- Email: complaints@sdn.ngo
- Online form: [link to be added by the developer]



- In writing to: SDN 13A Location Road, Off Tombia Extension Oroazi, G.R.A. Phase 3, Rivers State, Nigeria or SDN 4th Floor, Silverstream House, 45 Fitzroy Street, Fitzrovia, London, W1T 6EB

- Verbally, to any SDN staff member who will record the complaint on your behalf

Complaints may be submitted anonymously. While anonymous complaints may have limitations in investigation thoroughness, we will still review and act on them whenever possible.

5. What Happens Next

1. Acknowledgement: We will acknowledge receipt of your complaint within 5 working days.
2. Review: A designated staff member, independent of the subject of the complaint wherever possible, will review it and may contact you for further information.
3. Investigation: We aim to complete our investigation and respond with an outcome within 20 working days. If the complaint is complex, we will inform you of a revised timeframe.
4. Outcome: We will explain what we found and any actions taken, within confidentiality limits.
5. Appeal: If you are not satisfied with the outcome, you may request a review by a senior member of SDN's management who was not previously involved in the case.

6. Confidentiality and Protection from Retaliation

We will handle all complaints with maximum confidentiality, sharing information only with those who need to know for the purpose of investigation and resolution. SDN will not tolerate any form of retaliation against anyone who raises a complaint or concern in good faith. Evidence of retaliation will be taken as a serious disciplinary matter.

7. Safeguarding and PSEA Complaints

Any complaint that involves the safety of a child or vulnerable adult, or an allegation of sexual exploitation, abuse, or harassment, will be treated as urgent and escalated immediately to SDN's Safeguarding Focal Person or Country Director, in accordance with SDN's Safeguarding Policy. Allegations must be reported internally within 24 hours of becoming known, and serious cases will be reported to relevant donors in line with funding agreement requirements, as well as to statutory authorities when required by law.



8. Financial and Donor-Related

Complaints

Concerns about the use of donor funds, financial mismanagement, or suspected fraud will be escalated to SDN's senior management and Board, where appropriate, and reported to the relevant donor and SDN's independent auditors, consistent with our commitment to financial transparency outlined in our Accountability Statement.

9. Review of This Policy

This policy will be reviewed periodically to reflect changes in our practices, legal requirements, or donor expectations. The current version will always be available at sdn.ngo.

10. Contact

For any questions about this policy or to raise a complaint, please contact complaints@sdn.ngo.