



Accountability to Communities, CSOs, Partners and National Chapters, we work with is one of the core values of PACJA. To demonstrate this organizational value in practice PACJA has established Grievance and Response Mechanism (GRM) to affirm all stakeholders have the right to complain if we are not abiding by commitments we made to them. This display briefly explains the process Grievance and Response follows expectation from PACJA/ National Chapters.

- a. An M &E officer at PACJA Secretariat is responsible for collating different types of Grievance and Response at before they're handed over to the Head of the Secretariat for discussion.
- b. All stakeholders are to be informed about steps in Grievance and Response -handling process;
- c. At National Chapter level, a person shall be identified and communication passed to all stakeholders before the commencement of the project;
- d. All complaints and feedback will be processed within 14 working days and feedback provided;
- e. Stakeholder's are encouraged to forward there complaints and feedback not only via the provided number and email address but use any other channel which suits them;
- f. All Complaints and Feedback will be assigned a unique ID number for easy tracking;
- g. All complaints will be gauged based on the basis of available facts or evidence.
- h. Investigators involved practice neutrality;
- i. Actions will be taken in proportional to the complaint or feedback;
- j. Stakeholders have a right to appeal through department of complaint's and feedback, if not satisfactory with the outcome of the final determination of their case(s).



A: You can forward your feedback or file complaints using the following channels to improve the quality of our services.

Contact Number: 0711518181.

Email Address: complaints@pacja.org

B: Appeal

All appeals should be officially channeled through the following channels.

Contact Number: 0711503070.

Email Address: appeal@pacja.org

Timings: 9am to 5pm (Monday to Friday) Nairobi time.