

COMPLAINTS AND RESPONSE MECHANISM IN LUTHERAN WORLD FEDERATION KENYA PROGRAM (KAKUMA)

The LWF/DWS Kenya Country Program takes any form of complaint seriously and positively. It address all issues of sexual exploitation, abuse of power, corruption and breach of the LWF/DWS policies and standards.

The LWF Code of Conduct and the Complaints and Response Mechanism (CRM) policy serve to guide all categories of LWF staff: International, National, Incentives, Interns, Volunteers and casual staff in their attitudes, behaviors and ethical decisions in their professional as well as private lives. It is the responsibility of every staff to make sure that they have read the CRM policy and also that they have read, understood and signed the code of conduct that is provided to staff by HRO.

LWF Kakuma has a structure in place to receive, address and give feedback to all complaints brought to its attention. Focal point staff (Community Liaison Officer) receive complaints, present them to the complaints handling committee and give feedback to the complainant. This officer reports to the Area Coordinators. Complaints can come from the refugees living in Kakuma Camp and the Turkana host community as well as other stakeholders such as suppliers. The staff handle both operational complaints as well as complaints on sexual exploitation and abuse (SEA) in addition to receiving feedback about LWF Kakuma activities.

The Community Liaison Assistant's roles include: awareness creation of CRM concepts including the available mechanisms for complaints and getting feedback; putting in place billboards to pass messages about complaints and reporting cases of SEA; and maintaining the complaints boxes, hotlines, volunteers, and other contact persons. The officer prepares an annual work plan that is approved by the Area Coordinator that guides his/her work and the expected budget to finance it. He produces a monthly report on the progress of his work plan.

The Community Liaison Assistant (CLA) works with 7 staff assigned by the Area Coordinator (AC) of LWF Kakuma to receive both the SEA complaints and operational complaints. Once these cases have been received, they are documented and handed over to the CLA who then presents them to the Complaints Handling Committee.

There are 3 staff at the level of sector heads assigned as the Complaints Handling Committee (currently Project Officer Community Development, Education Officer Primary and Child Protection Officer). The CLA is the secretary of this committee and documents the discussions and resolutions of this committee after which the recommendations of the committee are presented to the Area Coordinator for implementation. See the extract below. The Complaints Handling Committee meets monthly, or whenever there is need.

EXTRACT 1:**EXCERPT OF MINUTES OF THE COMPLAINTS HANDLING COMMITTEE MEETING HELD ON 24/04/2012 AT LWF MESS****MEMBERS PRESENT**

1. Project Officer Community Development
2. Education Officer Primary
3. Child Protection Officer
4. Community Liaison Assistant

Extract of the Discussions and Resolutions by the Complaints Handling Committee

| S/N | DETAILS OF THE COMPLAINT | FINDINGS/COMMI TTEE INPUT/ | FOLLOW UP/ACTION BY | RECOMENDATION |
|------------|---|---|--|--|
| 1. | <p><u>Sensitive/serious complaint:</u> Complainant name: xxx , sex: male, Location: Kakuma , phone number: 078xxxxxx.The complaint is made against Mr. YY, A teacher at xxx primary school that he sexually exploited xxxxx, a pupil at B/xxx primary school. The incident is reported to have taken place on 26/2/2012,that after church, the victim went home in accompany of a girl called xxx. on the way, they met another girl called yyy who requested them to go to their home and see some photos, Later on the victim was found in the house of the teacher alone. Witnesses: xxxx and yyyy- pupils at xxx primary school in std.7, xxxx- a pupil at xxx primary school std.5.</p> | <p>The relationship between the complainant and the exploited pupil is not highlighted. The circumstances that led the girl to be found at teacher's house alone are not clearly stated, yet she had gone with other to see the photos. What are the comments from the named witnesses?</p> | <p>CLA to contact or follow up with the PSEA focal point on the missing information.</p> <p><u>PSEA focal point input</u></p> <p>The complainant is brother to the victim. The girl stated that, as they were going home from church in company of xxx, yyy- a girl from primary school approached them to go to their block and check on photos, the victim said that, they don't have money to pay in order to see the photos and they could not go.xxx insisted that, they go and check ,confirm the photos then later they can go with the money. They went, upon reaching home, the other girls disappeared and victim was left alone after the teacher arrived. The mother to the victim was watching them, when the girls came without the victim, the victim's mother asked them about her and the girls denied that the victim had been with them. The teacher ran to hide and the girl was found alone in the house. The victim later reported to the LWF PSEA focal point that, the teacher had approached her on 18/January /2012 to be friends. She accepted and the teacher took her to his home.</p> | <p>The case to wait until xxx gives the missing information by 2nd /May when schools are opened.</p> <p><u>CLA</u> From the report collected, it is clear that the teacher had relationship with the pupil at B/xxx primary school. According to LWF/DWS code of conduct, staff are not supposed to have any relationship with beneficiaries. The case require for investigation and the necessary action be taken.</p> |

