

Feedback and Concerns Policy for Partners

How partners and participants can raise concerns during WEEA collaborations

Raising a concern in good faith should never lead to intimidation or punishment.

Our commitment

WEEA wants partnerships to be respectful, safe, and accountable. Partners, participants, caregivers, volunteers, and community members should be able to raise concerns without intimidation or retaliation.

What should be raised

Concerns may include unsafe activities, inappropriate behaviour, discrimination, exclusion, misuse of photos or personal information, unfair treatment, or a problem with how a joint project is delivered.

How to raise a concern

Raise the concern with the WEEA project lead or email info@weeafrica.org. Concerns may be raised verbally or in writing.

How WEEA will respond

- We will listen respectfully and consider the concern seriously.
- We will take urgent action where someone may be at risk.
- We will share information only with people who need it to respond.
- We will not ask a person implicated in a concern to decide the outcome of their own case.
- We may discuss corrective action with the partner, pause an activity, or reconsider a partnership where serious concerns are not addressed.

No retaliation

WEEA does not accept threats, intimidation, or punishment against someone who raises a concern honestly. Concerns involving a child's safety should be raised promptly and handled with care.

Learning and improvement

Feedback helps WEEA and its partners improve the way projects are planned and delivered. Where possible, lessons will be shared without revealing unnecessary personal details.

Contact WEEA: info@weeafrica.org