

Grievance Form

Nature Kenya welcomes you to report any incident you consider important as part of your feedback or complaints. Please download this form, fill in your details, and email it as an attachment to feedback@naturekenya.org.

Name of Person Involved	
Address and Telephone	
Location	
About Yourself <i>(Please tick one)</i>	<input type="checkbox"/> Staff <input type="checkbox"/> Community Member <input type="checkbox"/> Government Officer Other
Date and Time: When the incident occurred.	
Incident Description: A clear/concise explanation of the issue/what happened.	
Impact: The effect of the incident on the project, team, individual or stakeholders.	
Severity: The level of impact the incident had (e.g., low, medium, high) on the project, individual, team, stakeholders	
Priority: The urgency with which the incident needs to be addressed (e.g., high, medium, low).	
Witness if feasible:	
Name:	
Address/Telephone	

Please turn the page to read our grievance response procedure.

Any individual can file a grievance and has the right to remain anonymous. The individual or group of individuals who wish to file a grievance can do so through:

1. Email to feedback@naturekenya.org
2. By downloading a grievance form here, filing it and sending it to us by post or email using the contact details provided below:
 - **Postal Address:** P.O Box 44486, 00100 GPO, Nairobi, Kenya
 - **Physical Address:** National Museum of Kenya, Museum Hill, Nairobi
 - **Telephone:** +254 777 149200, +254 780 149200, +254 776 149200, +254 701 149200
 - **Email:** feedback@naturekenya.org

Grievance Response Procedure

When Nature Kenya receives a grievance, the following actions are taken as soon as possible, but within a maximum of five (5) working days (excluding public holidays) of receipt:

1. Nature Kenya will send the Complainant(s) an acknowledgement of receipt. The acknowledgement of receipt will provide the Complainant with information on how Nature Kenya screens and evaluates the validity and applicability of the grievance, and by when the grievance will be addressed.
2. Additionally, Nature Kenya will communicate with the Complainant in the language they used to raise the grievance. If it is believed that more than 15 working days are required for Nature Kenya to issue a resolution (e.g., due to additional time needed for translation), this will be communicated to the Complainant along with the confirmation of receipt of the grievance.