

Raleigh Nepal Complaints Policy

- Raleigh Nepal commits to being open and transparent, to having strong governance processes and to learning from feedback, whether positive or negative.
- Negative feedback – a complaint – starts informally. The informal complaint can be dealt with by anyone within Raleigh who has sufficient understanding of the circumstances giving rise to the negative feedback and who has seniority to resolve this. They will try to resolve this informally and quickly. Often this is acceptable to the person raising the informal complaint and nothing further is needed.
- A complaint can be made formally if it cannot be resolved formally. A formal complaint should be addressed in writing to Barney Harker, Country Operations Manager, and a response will be made within 21 working days of receipt of the complaint. See below for contact details.
- All complaints will be acknowledged within 24 working hours.
- Raleigh Nepal is committed to learning from all complaints, whether addressed formally or informally, and wherever they arise.

Complaints Process

Homestay families / Community members / Partner Organisations / Youth Development Team

If you would like to make a complaint, please contact the Country Programme Manager. Also, if you have a complaint against any of the Programmes team, please contact Country Programme Manager.

Sudhir Malla, Country Programme Manager: +977 9801166787 - S.Malla@raleighinternational.org

Volunteers / Volunteer Leaders

If you would like to make a complaint, please contact the Operations Officer for your group:

Expedition: Jyotir Nisha - +9779803891807 - J.Nisha@raleighinternational.org

ICS: Samir Baidya - +9779808960294 - S.Baidya@raleighinternational.org

If you have a complaint regarding the Deputy Operations Manager, Operations Officers and Raleigh Medics or would just prefer to go directly to a Senior Manager then please contact Barney Harker, Country Operations Manager.

Barney Harker: +977 9803891627 - B.Harker@raleighinternational.org

If you have a complaint regarding the Country Operations Manager, Country Programme Manager and Finance Manager, then please contact

David Clamp, Director of Safety and International Operational Support: – D.Clamp@raleighinternational.org