Denny Social Welfare Hub

"Impacting lives for a better society"

Incorporated Trustees | CAC/IT/NO 147826

Beneficiary Feedback and Complaints Policy

How to Give Us Feedback or Make a Complaint

Document Title	Beneficiary Feedback and Complaints Policy
Organisation	DENNY SOCIAL WELFARE HUB (DSWHUB)
CAC Registration	CAC/IT/NO 147826
Version	2.0
Effective Date	1 January 2026
Next Review Date	1 January 2028
Approved By	Board of Trustees
Owner	Executive Director / Secretary to the Trustees

Your Voice Matters

DENNY SOCIAL WELFARE HUB is committed to listening to the people we serve. If you are a beneficiary, family member, community member or other stakeholder, you have the right to give feedback, ask questions, make suggestions or raise complaints and to receive a response.

This policy reflects our adoption of the Core Humanitarian Standard on Quality and Accountability and the standards expected by our donors and partners.

How to Reach Us

Choose any of the channels below whichever feels safest and easiest for you.

Feedback and Complaints Channels	
TELEPHONE	+234 903 924 2821 (during office hours)
EMAIL	info@dswhub.org
IN PERSON	Speak to any DSWHUB staff member or community focal point
SUGGESTION BOX	At every programme site
WRITTEN	Sealed letter to the Executive Director, 4, Alimosho Road, Off Lagos-Abeokuta Expressway, by Pako Bus Stop, Iyana Ipaja, Lagos, Nigeria
ANONYMOUS	Anonymous letter or website form

What You Can Tell Us

- General feedback or suggestions — what is working, what could be better;
- Information requests — about our programmes, eligibility or how we use data;
- Service complaints — quality of services, delays, exclusion, or unfair treatment;
- Sensitive complaints — safeguarding concerns, sexual exploitation/abuse/harassment, fraud, or retaliation. These are routed immediately to our Designated Safeguarding Lead under the relevant policy.

Our Standards

- Acknowledgement within 5 working days where the complainant is identifiable;
- Initial response or referral within 15 working days;
- Resolution within 30 working days for non-sensitive matters; safeguarding and PSEA timelines apply to sensitive matters;
- Right to escalate within DSWHUB if you are not satisfied, and to take the matter externally to a donor or regulator;
- Confidentiality protected — your identity is shared only on a need-to-know basis;

- No retaliation — we do not penalise complainants and treat retaliation as serious misconduct.

> Anyone who retaliates against a person who raises a concern in good faith will themselves face serious disciplinary action.

Special Protections

For Children

Children can speak to any trusted adult in our programmes. Designated Child Focal Points are introduced at the start of every project. Concerns about a child's safety go directly to our Designated Safeguarding Lead under our Child Safeguarding Policy.

For Survivors of Violence and Returnees

Sensitive concerns are handled with a survivor-centred approach: confidentiality, the survivor's choice, and access to medical, psychosocial and legal support, in line with our PSEAH Policy.

For Legal-Aid Clients

Lawyer-client privilege applies. Concerns are routed through senior legal staff, with confidentiality preserved.

How We Use Your Feedback

Every complaint and piece of feedback is recorded in our Feedback Register and reviewed by management each month. We use what you tell us to:

- Resolve individual concerns;
- Improve our programmes and services;
- Train our staff;
- Report to our Board, donors and the public on what people experience and how we respond.

What Happens to Your Personal Data

We process the information you give us in line with our Data Protection and Privacy Policy, the Nigeria Data Protection Act 2023 and our Beneficiary Selection Policy. Sensitive data is stored under restricted access. Your consent governs how your data is used.

External Helplines

If your concern is urgent or you would prefer to contact an external authority directly, you may also call:

- NAPTIP (trafficking, sexual exploitation): 0703-000-0203;
- Nigeria Police Force — Gender, Children and Vulnerable Persons Unit;
- Lagos State Domestic and Sexual Violence Agency (DSVA);
- National Human Rights Commission.

Review

This policy is approved by our Board of Trustees. Current version 2.0, effective 1 January 2026, next review 1 January 2028. Reviewed every two years or sooner.

Contact Us

If you have any questions about this policy or anything else, please get in touch.

Denny Social Welfare Hub	
ADDRESS	4, Alimosho Road, Off Lagos-Abeokuta Expressway, by Pako Bus Stop, Iyana Ipaja, Lagos, Nigeria
TELEPHONE	+234 903 924 2821
EMAIL	info@dswhub.org
WEBSITE	https://dswhub.org
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