



YOUNG AFRICA COMPLAINTS PROCEDURE

Last version: June 2026

Next review: June 2029

Complaints procedure

If you have a complaint, we are genuinely concerned by it and aim to deal with it as quickly and as well as possible.

Young Africa is able to carry out its work thanks to our donors, staff, partners and stakeholders. We make every effort to carry out our work in an honest, transparent and effective way.

If your contact with Young Africa International has not lived up to your expectations or if you have a complaint about how we have handled matters, just let us know. Complaints and suggestions for improvement are taken to heart and dealt with seriously by the Managing Board of Young Africa International.

Definition of a complaint

We define a complaint as an expression of dissatisfaction with Young Africa regarding our services or the way we communicate, whereby a response or solution is expected. A complaint may not be made anonymously. A complaint can be made in any language and must be legible.

How to make a complaint

You can submit a complaint in writing to the Head of Operations.

By mail: complaints@youngafrica.org

By post: Young Africa International, Linnaeusstraat 2C, 1092 CK Amsterdam, Netherlands
OR 147 Greendale Avenue, Harare, Zimbabwe.

The complaint must include your name and contact details and the date of the incident. Describe the complaint as clearly as possible and indicate, if possible, the solution or action that would satisfy you.

If you fear retaliation, you are protected by our Whistleblower Policy, and can write an email to our Confidential Counsellor: confidential@youngafrica.org.

We want to resolve every complaint as quickly as possible and to your satisfaction. The period within which we deal with and respond to complaints is within 4 weeks of receipt. If it is not possible to respond within this time, we will notify you of this and make further arrangements.

Recording and reporting

Any complaints received by Young Africa are dealt with in confidentiality. They are recorded in a way that safeguards privacy. Young Africa records all complaints. If there is a pattern in complaints, we will review and adjust our policies and procedures to prevent repetition.