

## CORE VALUES

Respect

Integrity

Commitment

Excellence

# Consistent with **Integrity**, we stand against...

Conflict of interest    Corruption  
Sexual Harassment  
Non-Compliance    Discrimination  
Exploitation    Fraud  
Lack of accountability

Any other wrongful conduct resulting from  
CARE's service delivery or staff action

## Report wrongful conduct

### Guiding principles of CARE Kenya's Complaints Handling Policy

- ◆ Commitment
- ◆ Fairness
- ◆ Access and Visibility
- ◆ Confidentiality
- ◆ Responsiveness
- ◆ Resources
- ◆ Accountability
- ◆ Review & improvement

1. Speak or write to any Manager or Human Resources personnel in person, on the phone, or their email
2. Email [compliance@care.or.ke](mailto:compliance@care.or.ke)
3. Log on to <http://www.care.ethicspoint.com>
4. Any other mechanism available at your nearest CARE office e.g. other CARE staff, feedback boxes etc.

Complaints should include the name and contact details of the complainant and a brief description of the issue. Anonymous complaints will be noted and resolved where possible. Reports will be kept confidential to the greatest extent possible, and may be shared anonymously.