



ZAMBIA ROAD SAFETY TRUST

Complaints and Incident Reporting Procedure

A clear route for concerns, complaints, safeguarding issues, fraud allegations and field incidents.

Organisation	Zambia Road Safety Trust (ZRST)
Document type	Public policy download
Version	Version 1.0 - July 2026
Policy owner	Executive Director, with Board oversight
Review cycle	Annual review, or earlier if required by law, donor requirements, Board decision or operational risk.

Relevant Zambian legal and governance framework

This policy is intended to support ZRST compliance and good practice in line with: Non-Governmental Organisations Act, 2009; Children's Code Act, 2022; Data Protection Act, 2021; Anti-Corruption Act, 2012; Employment Code Act, 2019. Where a law, donor agreement or regulator requirement imposes a higher standard, that higher standard applies.

1. Purpose

This procedure explains how ZRST receives, records, assesses and responds to complaints and incidents. It supports accountability to communities, schools, partners, donors, staff and the public.

2. What can be reported?

- Safeguarding concerns involving children, schools or vulnerable persons.
- Fraud, corruption, theft, misuse of funds or false reporting.
- Harassment, discrimination, abuse of authority or staff misconduct.
- Fieldwork incidents, road safety risks, injuries, near misses or unsafe activity.
- Misuse of ZRST name, logo, materials, vehicles, data or social media.
- Concerns about project quality, partner conduct or public claims.

3. Reporting channels

Complaints may be made to the Executive Director, Board Chair, Deputy Director, Finance Officer, project lead or another trusted senior representative. Complaints may be verbal or written, but serious matters should be

recorded in writing as soon as possible.

4. Recording and confidentiality

ZRST should record the nature of the complaint, date received, persons involved, immediate risks, action taken and outcome. Personal data must be handled confidentially and shared only with those who need the information to respond appropriately.

5. Triage and urgent action

- Immediate danger to a child or person must be escalated urgently.
- Fraud, corruption or theft allegations must preserve financial and project evidence.
- Roadside injuries, crashes or serious field incidents may require medical, police or competent-authority response.
- The person complained against should not control the complaint process.

6. Review and response

Management or the Board may appoint an internal reviewer, panel or external support depending on seriousness. ZRST should respond proportionately, document findings and take corrective action where required.

7. Non-retaliation

A person who raises a concern in good faith should not suffer retaliation. Malicious, knowingly false or abusive complaints may be addressed under the Staff Code of Conduct or applicable law.

8. Closure and learning

Where appropriate, ZRST should close complaints with a written record, communicate outcomes to relevant parties, update controls and use lessons learned to improve programmes, safeguarding, finance or field practice.

Document control

This public policy download is issued for transparency and due-diligence purposes. ZRST may maintain more detailed internal procedures, registers, forms and approval records to operationalise this policy. This document does not replace applicable Zambian law, donor agreements or instructions issued by competent authorities.