



**Our commitment to working
responsibly and accountably
with you**



This guide explains what standards of conduct you can expect from SDN and our staff when we work with you, your family, or members of your community.

This guide also explains how to contact us with positive or negative feedback. Sometimes things go wrong, and if they do, we want you to tell us about it so we can put it right and avoid mistakes in the future.



Our commitments to you

SDN staff will:

- Treat you with respect
- Strive to do you no harm, and to protect children under 18 and vulnerable people
- Only use your details with your agreement
- Be honest with you in all our work



Financial conduct

SDN staff will:

- Act transparently and fairly
- Never ask for money or services for personal gain
- Never blackmail, bribe, or coerce anyone
- Never request gifts or accept bribery

Feedback or complaints

SDN encourages you to tell us about any of our staff who have particularly impressed you with their conduct. SDN also encourages you to tell us if staff have fallen below your expectations of conduct, or the commitments and conduct set out in this booklet.

It can be best to feed back, or report a complaint, directly to SDN staff. If you aren't comfortable doing that, or the complaint is serious, use our contact details to report feedback or complaints. SDN takes all reports seriously and they will be considered by senior management.



Email:
info@stakeholderdemocracy.org

Post or visit in person:

SDN Nigeria Secretariat,
13A Location Road,
Off Tombia Extension,
Oroazi, G.R.A. Phase 3,
Port Harcourt, Rivers State

SDN supports those affected by the extractives industry and weak governance. We work with communities and engage with governments, companies and other stakeholders to ensure the promotion and protection of human rights, including the right to a healthy environment. Our work currently focuses on the Niger Delta. Find out more:

www.stakeholderdemocracy.org

[@SDNNigerDelta](https://twitter.com/SDNNigerDelta)



Accountable to the people
we work with