

Policy Governance Framework

Kalapa is committed to maintaining clear, transparent, and fair policies that support our mission and guide how we work together as a community.

Our organizational policies – including our Articles of Association, Terms of Service, Code of Conduct, Privacy Policy, Cookie Policy, Acceptable Use Policy, Returns and Refunds Policy, and other governance documents – are approved by the Board, reviewed regularly, and published on the Kalapa website.

Questions, Concerns, and Policy Feedback

If you have a question or concern about how a policy has been applied, or if you believe a policy has not been followed, we encourage you to first discuss the matter directly with the person involved whenever this is reasonable and appropriate. Many concerns can be resolved through open and respectful dialogue.

If the matter cannot be resolved, or if a direct discussion is not possible or appropriate, you may contact us at **secretary@kalapa.org**.

When submitting a concern, please include:

- a brief description of the situation;
- the policy you believe may have been violated or misapplied, if known;
- if you had a prior discussion, a brief summary of what was discussed, where views differed, and why no agreement was reached;
- if no prior discussion took place, the reason why.

Your submission will be received and reviewed by one or more persons designated by the Board, including at least one Board member. We will acknowledge receipt within fourteen (14) days and review concerns fairly and in a timely manner.

You are also welcome to submit suggestions for improving our policies or feedback on their clarity or effectiveness. Feedback is considered during regular policy reviews and may inform future updates.

Anyone raising a concern or providing feedback in good faith will be treated respectfully and will not be subject to retaliation or adverse treatment.

Policy Review

Kalapa reviews its policies regularly and updates them as needed to reflect changes in legal requirements, organizational needs, operational experience, and community feedback.

Current versions of all public-facing policies are available on the Kalapa website.