

# Whistleblower Complaints Handling Policy

## 1. Purpose

This policy sets out the procedures for handling whistleblower complaints to ensure all disclosures of suspected wrongdoing are investigated and addressed appropriately.

## 2. Scope

This policy applies to all employees, contractors, volunteers, and other stakeholders who wish to make a protected disclosure regarding misconduct or unethical behavior within the organization.

## 3. Definitions

- **Whistleblower:** An individual who discloses information concerning wrongdoing.
- **Complaint:** A disclosure or report of suspected misconduct.
- **Protected Disclosure:** A report made in good faith under this policy that meets the requirements of relevant legislation.

## 4. Procedure for Making a Complaint

1. Complaints should be made in writing where possible and include details of the alleged misconduct, individuals involved, and any evidence.
2. Complaints can be submitted via email, physical letter, or through designated internal reporting channels.
3. All complaints will be treated as confidential.

## 5. Handling Complaints

- All received complaints will be logged and acknowledged as soon as practicable.
- An initial assessment will determine the appropriate action, which may include internal investigation or referral to external authorities.
- Investigations will be conducted impartially, promptly, and with due regard for fairness and confidentiality.

## 6. Protection of Whistleblowers

- No action will be taken against any person who makes a report in good faith, even if the report is not substantiated upon investigation.
- Retaliation, discrimination, or harassment of whistleblowers is strictly prohibited and may result in disciplinary action.

## 7. Communication and Feedback

Whistleblowers will be informed of the receipt and progress of their complaint, subject to legal and privacy constraints.

## 8. Record-Keeping

Records of complaints and investigations will be kept secure and maintained in accordance with relevant privacy

laws.

## 9. Review

This policy will be reviewed periodically to ensure its relevance and effectiveness.

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**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_