

POLICY ON FEEDBACK, COMPLAINTS, AND WHISTLEBLOWING

Background

CFSI has committed to the highest ethical, professional, and organizational standards through various policies adopted by the CFSI Board of Trustees, including but not limited to the following: Policy on Conflicts of Interest; Policy on Public Statements; Policy on Approach to Donors; Policy on Donor Privacy; Policy on Staff Security; and Personnel Policies.

In addition, CFSI has made the following commitments: Covenant of the People of CFSI (2004); Code of Ethics of International Federation of Social Workers and International Association of Schools of Social Work (2004); Code of Conduct of the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief (1994); United Nations Special Measures for Protection from Sexual Abuse and Exploitation (2003); Principles of Partnership of the Global Humanitarian Platform (2007); and Humanitarian Accountability Partnership Standard in Accountability and Quality Management (2010).

In summary, in the performance of their duties, the Board, Staff, and Volunteers of CFSI commit to personal and collective honesty; mutual respect and cooperative effort; gender and cultural-sensitivity; the highest ethical and professional standards; and consistent, top-quality effort.

Definition of Whistleblower

A Whistleblower is a CFSI Board Member, Staff Member, Volunteer or individual from outside the Organization who reports a violation of CFSI policies and commitments.

Policy on Feedback, Complaints, and Whistleblowing

It is the policy of CFSI to create an environment where individuals can freely and in good faith raise valid concerns about the behavior of others without fear of retaliation, reprisal, or harm of any kind. To this end, CFSI will handle with utmost discretion such feedback, complaints, and whistleblowing disclosures, and have zero tolerance for retaliation against individuals who make such disclosures.

Guidelines for Implementation

Presumption of Good Faith. It is presumed that a CFSI Board Member, Staff Member, Volunteer, or individual from outside the Organization who reports a violation of CFSI policies and commitments is acting on good faith. However, if a rigorous validation process reveals that a disclosure was not made in good faith, then such disclosure will be viewed as a serious offense and addressed accordingly.

Confidentiality. CFSI will observe utmost discretion in dealing with reports of violations of policies and commitments of CFSI. To this end, such reports may be submitted anonymously or on a confidential basis. Information and communications will be used in a judicious manner to the extent necessary for purposes of validation and investigation.

Zero Tolerance for Retaliation. No Board Member, Staff Member, or Volunteer of CFSI who reports in good faith a violation of CFSI policies and commitments shall be subject to retaliation of any kind, such as abuse, harassment, or other adverse consequences on employment, service, or contracting arrangements. Retaliation against a Whistleblower is subject to disciplinary action, including but not limited to termination of service.

Compliance Officer. The Executive Director of CFSI is the Compliance Officer responsible for carrying out this Policy on Feedback, Complaints, and Whistleblowing. The responsibilities of the Compliance Officer include but are not limited to receiving, validating, investigating, and addressing reports of violations of CFSI policies and commitments. In the event that a complaint is lodged against the Executive Director, then the Chairperson of the CFSI Board of Trustees will assume the responsibilities of Compliance Officer.

Effectivity Date

This Policy on Feedback, Complaints, and Whistleblowing shall enter into effect upon ratification by the CFSI Board of Trustees at its Regular Meeting on 13 September 2012.

Refinements of the Policy

This Policy on Feedback, Complaints, and Whistleblowing shall be reviewed and refined—if necessary—at each Annual Meeting of CFSI (aka Annual Meeting of the Corporation).