

# Hivos Complaints procedure and Whistleblower Facility

## Hivos aims to be a transparent organization, providing high-quality service

to implementing partner organizations, consultants and service providers. Our procedures are designed to be reliable, transparent and accountable. We seek to maintain the highest standards of financial management and accountability. We therefore have zero-tolerance for any form of corruption, theft, fraud or dishonesty.

Hivos has a strict non-retaliation policy. This means that stakeholders who raise concerns in good faith via any of the channels described below will be protected and are not be penalized in any way for doing so.

## What and how to report?

Complaints regarding quality and service	Hivos contact or respective Line Manager
Reports of Fraud, corruption, conflict of interest, ethical and integrity violations	<a href="mailto:whistleblower@hivos.org">whistleblower@hivos.org</a>

Complaints regarding quality or service can be channeled through your Hivos contacts or their Line Manager. The Hivos contact or their line Manager has a responsibility to try to solve the issue promptly and discreetly or escalate the matter (as appropriate). Reporting will help us solve the problem, learn from our mistakes and continue to improve our performance. Suggestions for improvements are most welcome.

Handling of fraud and integrity reports Rights-holders, partners, members of the public or staff are invited to report any incidences of financial misconduct such as fraud, corruption, conflict of interest and other ethical or integrity violations by Hivos staff or partners. It is expected that informants can and will provide evidence based on their first-hand experience of the issue reported. Reports will be referred to suitably qualified and experienced experts that will review and substantiate the reported incidences. Hivos will respond within 2 weeks with confirmation of receipt and information on the next steps guided by the [Hivos fraud response procedure](#).

Hivos also has a zero-tolerance policy towards sexual exploitation, abuse and harassment (known as SEAH), physical violence, child abuse, human trafficking and modern slavery.

Safeguarding violations such as sexual exploitation, harassment or abuse (SEAH)
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How to access #NotMe - Download or use the #NotMe WebbApp following 3 easy steps:
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- (1) Download the app
- (2) Create your account with option to disclose your identity or remain anonymous and log in
- (3) Link to Hivos organization with a QR code or PIN: H1VOS

Hivos has a dedicated Safeguarding Manager to assure that all cases are handled in a sensitive, confidential and survivor centered manner. All reports are referred to designated experts for review, response and investigation guided by the [Hivos Safeguarding policy](#). Hivos staff or partners can reach out to the specialist to report any safeguarding incidents that they have experienced or witnessed, particularly cases of sexual exploitation, harassment or abuse (SEAH) or other forms of serious and intentional abuse. Hivos will respond within 48 hours with confirmation of receipt and information on the next steps guided by the Hivos Safeguarding policy. The Hivos Safeguarding policy sets the standard investigation time at 8 weeks.