

# DEVELOPMENT INITIATIVES BY SOCIAL ANIMATION (DISA) WHISTLEBLOWER POLICY



## 1. INTRODUCTION

Development Initiatives By Social Animation (DISA) is committed to upholding the highest standards of integrity, transparency, and accountability in all aspects of its operations. This Whistleblower Policy aims to provide a mechanism for employees, volunteers, contractors, and stakeholders to report concerns or complaints regarding unethical behaviour, fraud, corruption, or violations of laws, regulations, or organizational policies.

## 2. SCOPE

This policy applies to all individuals associated with DISA, including employees, volunteers, contractors, board members, donors, beneficiaries, and other stakeholders. It covers any allegations or concerns related to misconduct or wrongdoing within the organization.

## 3. OBJECTIVES

- To encourage individuals to report concerns or complaints without fear of retaliation or adverse consequences.
- To provide a confidential and secure mechanism for reporting allegations of misconduct or unethical behaviour.
- To facilitate timely and appropriate investigation of reported concerns and implementation of corrective actions.
- To uphold the principles of transparency, integrity, and accountability in the operations of DISA.

## 4. REPORTING PROCEDURES

- Any individual who becomes aware of or suspects misconduct, fraud, corruption, or violations of laws, regulations, or organizational policies within DISA is encouraged to report their concerns.
- Reports should be made in writing and submitted to the designated Whistleblower Officer or through a confidential reporting channel established by DISA, such as a dedicated email address or hotline.
- Reports should include detailed information about the alleged misconduct, including dates, times, individuals involved, and any supporting evidence or documentation.

## 5. CONFIDENTIALITY AND NON-RETALIATION

- DISA is committed to maintaining the confidentiality of whistleblowers and the information provided, to the extent possible and permitted by law.
- Whistleblowers who report concerns in good faith will be protected from retaliation, harassment, or adverse employment actions as a result of their disclosure.
- DISA prohibits any form of retaliation against whistleblowers and will take disciplinary action against individuals found to have engaged in retaliation.

## 6. FEEDBACK POLICY AND MECHANISM

- **Principles:**
- *Openness:* We encourage open and honest communication from all stakeholders, including beneficiaries, volunteers, staff, donors, partners, and community members.
- *Respect:* We value the diverse perspectives and experiences of individuals. We commit to listening actively and respectfully to all feedback, regardless of its nature.
- *Timeliness:* We recognize the importance of timely feedback for addressing issues promptly and effectively. We strive to provide timely responses to all feedback received.
- *Confidentiality:* We respect the confidentiality of feedback providers and treat all feedback with utmost confidentiality, unless consent for disclosure is explicitly given.

### **Feedback Channels:**

- **Feedback Form:** We provide a feedback form at our community centres and also provide copies to CBOs quarterly to allow stakeholders to submit feedback conveniently and anonymously if desired. **Email/Contact:** Stakeholders can also share their feedback via email/contact directly with our community centre in charges, HR Manager and/or Programme Director
- **In-Person Feedback:** We welcome face-to-face feedback during meetings, events, or through scheduled appointments.

### **Feedback Handling Process:**

- *Receipt:* All feedback received through any channel is promptly acknowledged, ensuring stakeholders know their voices are heard.
- *Review:* Feedback is reviewed by the appropriate department or personnel to understand the nature of the concern or suggestion.
- *Response:* We provide a timely response to the feedback, acknowledging any necessary actions taken or planned steps for resolution.
- *Follow-Up:* For complex or ongoing matters, we commit to providing updates on the progress and final resolution of the issue.

## 7. INVESTIGATION AND FOLLOW-UP

- Upon receiving a whistleblower report, the designated Whistleblower Officer or a specially appointed committee shall conduct a prompt, impartial, and thorough investigation.

- The investigation shall involve gathering evidence, interviewing relevant parties, and assessing the credibility of the allegations.
- The findings of the investigation shall be documented and reported to the appropriate authorities within DISA, including the Governing Body Members.
- DISA shall take appropriate corrective actions based on the findings of the investigation, which may include disciplinary action, policy revisions, or implementation of preventive measures to address systemic issues.

## **8. COMMUNICATION AND REPORTING**

- Whistleblowers shall be provided with updates on the status and outcome of their report to the extent possible without compromising confidentiality or ongoing investigations.
- DISA shall maintain records of whistleblower reports, investigations, and actions taken in response to reported concerns for documentation and accountability purposes.

## **9. EXTERNAL REPORTING**

If whistleblowers believe that DISA has not adequately addressed their concerns or if they fear reprisals, they have the right to report their concerns to external authorities or regulatory bodies, in accordance with applicable laws and regulations.

## **10. TRAINING AND AWARENESS**

DISA shall provide training and awareness programs to educate employees, volunteers, contractors, and stakeholders about the Whistleblower Policy, their rights and responsibilities, and the importance of reporting concerns.

## **11. POLICY REVIEW AND UPDATES**

This policy shall be reviewed periodically to ensure its effectiveness and compliance with government regulations and best practices.

Updates to the policy shall be communicated to all stakeholders to ensure awareness and understanding of their rights and obligations.

## **12. CONCLUSION**

DISA is committed to fostering a culture of accountability, transparency, and ethical conduct through the implementation of this Whistleblower Policy. By providing a safe and confidential mechanism for reporting concerns, DISA aims to uphold its integrity and reputation while ensuring the well-being of its stakeholders and the communities it serves.

**Secretary**

**Development Initiatives by Social Animation (DISA)**