



Reviewed: October 2019  
Next Review: October 2020

## Complaints and Whistleblowing Policy

Girls in Sport places safeguarding at the centre of our work. This includes protecting the interests of all stakeholders of our work from staff and volunteers, the public, donors and supporters and the communities and beneficiary populations where we work.

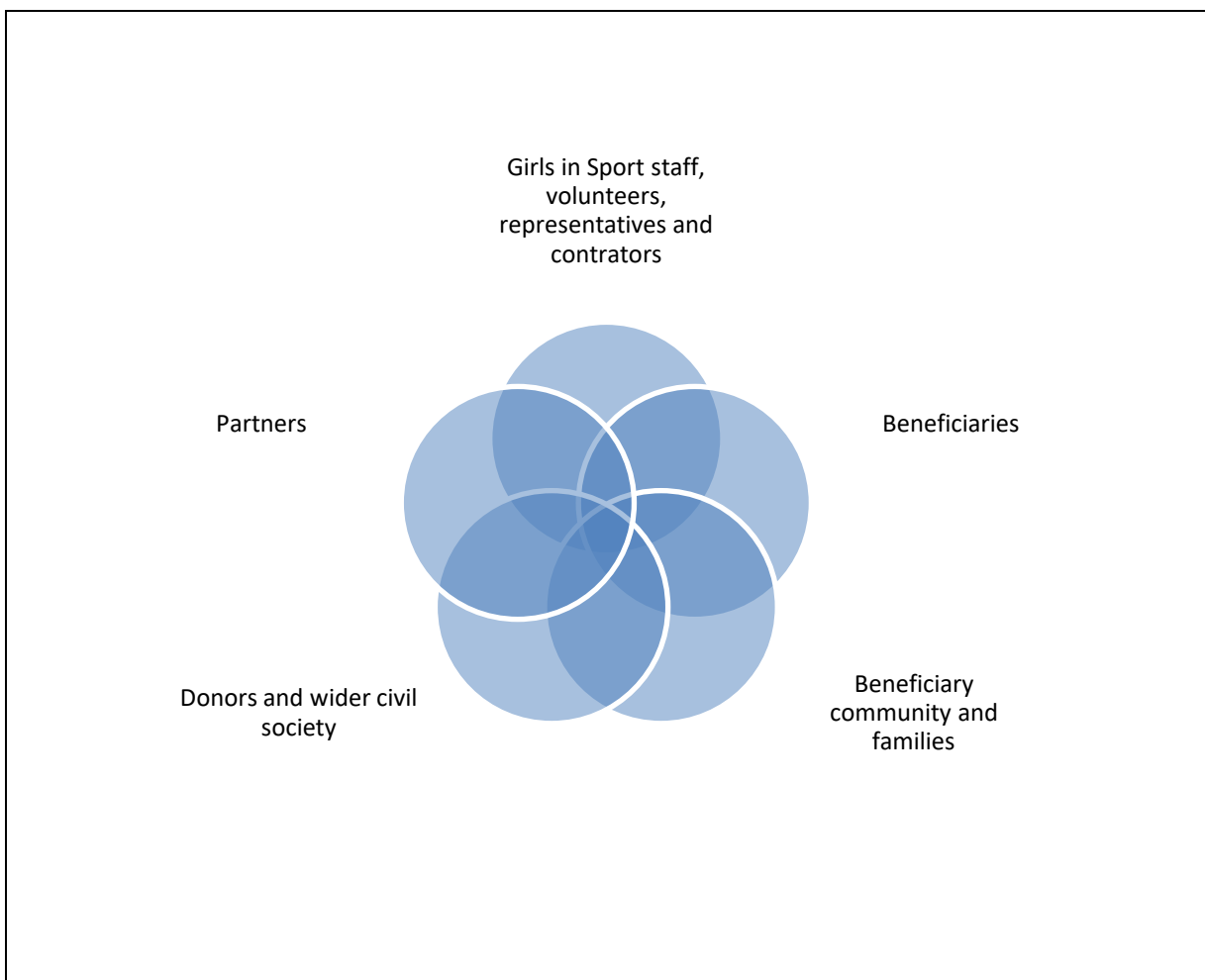


Fig 1

We expect all participants in our stakeholder matrix (Fig 1) to notify us of any practices or actions of our organisation including any Girls in Sport employee, volunteer, or representative of partner organisations, which they have reason to believe are in contravention of the public interest. Incidents should be reported in writing via email or may be reported anonymously via a 'Reporting Incidents' form (Appendix) The following lists examples of conduct which warrant reporting to Girls in Sport. It should by no means be considered exhaustive and in case of doubt always report: -



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- a criminal offence;
- an act of corruption;
- a failure to comply with any legal obligation;
- a miscarriage of justice;
- a danger to the health and safety of any individual;
- a safeguarding or child protection violation;
- a threat to the operation or reputation of Girls in Sport;
- financial malpractice
- health and safety issues
- conflicts of interest
- neglect of safeguarding codes
- or an attempt to conceal information on any of the above

Incidents which require reporting to Girls in Sport should in the first instance be raised with any of the following contact points: -

Amelie Boleyn – Global Head of Operations

amelie@girlsinsport.org

Umaro Sesay – Trustee (Sierra Leone)

umaro@girlsinsport.org

GIS undertake to respond within 14 days.

Should the response be considered unsatisfactory the complainant may escalate the matter in writing with Musu Kargbo-Reffell (Trustee, UK) musu@girlsinsport.org

The Board of Trustees will then form a Complaints Committee to assess the complaint and determine procedure and the decision-making process, keeping the complainant fully informed at each stage of the process.



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Girls in Sport takes its safeguarding responsibilities very seriously. All Girls in Sport staff members undertake regular safeguarding training and are aware of their own responsibilities and reporting obligations. All incidents, actual or alleged, whether safeguarding incidents or other incidents of concern as defined above must be reported. Failure to report in accordance with the whistleblowing policy may result in disciplinary action.

Girls in Sport will also take any unfounded allegations very seriously and will enact a zero-tolerance policy towards any perpetrator or any member of staff in collusion with said perpetrator of malicious or false allegations including the public circulation of said malicious or false allegations. Any Girls in Sport staff member found to be complicit will be subject to disciplinary procedures up to and including dismissal.

Girls in Sport will exercise its best endeavours to protect its staff and volunteers from any malicious intent such as harassment or intimidation from third parties. Therefore, potential whistle-blowers should be reassured that any concerns raised in good faith will not be subject to the aforementioned disciplinary action upon completion of all necessary investigative action.

The following stages of investigative action will be enacted upon receipt of a relevant incident report: -

1. Upon receipt of a report concerning a safeguarding incident immediate mitigating action will be taken with a view to protecting the victim/alleged victim from further harm.
2. Upon receipt of a report concerning a non-safeguarding incident as defined above actions will be put in place within 24 hours with a view to investigating and resolving the incident and a full response provided within fourteen days.
3. In the case of a report concerning a safeguarding incident and in all other cases where a response has been received deemed unsatisfactory by the complainant a complaints committee will be formed to assess the complaint and determine procedure and the decision making process, keeping the complainant fully informed at each stage of the process.
4. Incident/complaint is investigated in collaboration with relevant authorities where necessary with resolution within 14 days if possible.
5. Aim to close the case within 3 months of first notification having completed liaison with relevant authorities and taken all steps necessary including survivor support measures; disciplinary action as recommended by the complaints committee and any necessary retraining and organisational learning for the future measures put in place.



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### Appendix

#### Incident Report Form

Date:

Name of person filing report (optional):

Type of report e.g:

Corruption, fraud or bribery

Other criminal act(s)

Security incident or near-miss

Health and Safety

Safeguarding

Bullying, harassment or abuse

Child protection

Sexual harassment, abuse or exploitation

Any other practice that has the potential to bring the organisation into disrepute (please specify

Other - specify:



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When was the incident (date, time): Where exactly was the incident: Who was involved:



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Description of incident

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Action taken: (To be completed by response team)

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## Complaints and Whistleblowing Policy

Action still to be taken:(To be completed by response team)

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Copy of report to: [insert name]





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## Complaints and Whistleblowing Policy

Comment on action taken [To be completed by response team]

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