Reporting Process: Wrongdoing

Disclosure submitted

A disclosure is submitted via the external complaints form on the website or through the internal Grievance or Whistleblowing procedure, with an IRC Trust Person.



Assessment

The disclosure is assessed by a trained IRC Trust Person, to determine if an investigation is needed and who will be responsible for the follow-up. Support and protection measures are provided to the beneficiary and witnesses if and where needed.

Where insufficient information is provided, the Trust Person may confidentially contact the beneficiary to obtain further details

Case Management

Depending on the nature of the disclosure, the case may be referred to a specialist within IRC and/or a third party (such as the judicial authorities; medical or financial experts) for further investigation and follow-up. Escalation will always be in consultation with and respecting the wishes, rights and needs of the beneficiary.

Where sufficient evidence can be gathered to make findings, a report outlining conclusions and providing recommendations is drafted. In cases where misconduct has been identified. further actions will be taken.



Reporting

IRC will report on the number of internal and external incidents and/or complaints brought forward to IRC, with anonymized data in the IRC Annual Report.

Supporting water sanitation and hygiene services for life

IRC

Wrongdoings can involve, but do not need to be limited to:

violation of laws and/or regulations and/or rules of conduct within the organisation; threat to public health, safety or the environment; Sexual Abuse and Exploitation; Fraude.