

Complaint/Whistleblower Policy

INTENT

Freshwater Conservation Canada is committed to the highest possible standards of transparency, professionalism, and accountability. In line with that commitment, we expect employees, members and others connected to the organization, who have serious concerns about any aspect of the organisation's work to come forward and voice those concerns. The goal of this policy is to provide avenues for individuals to raise concerns in confidence and receive feedback on any action taken without fear of reprisal or victimization.

APPLICATION

The policy applies to all employees, (including those designated as casual hours, temporary, agency, authorised volunteers or work experience), members and others connected to the organization. It also covers suppliers and those providing services under a contract with the organisation.

DEFINITIONS

Complainant: the individual submitting a complaint of wrong doing to themselves or others.

Alleged: individual said, with or without proof, to have acted in a manner negatively impacting another individual or contradictory to the organizations values.

GUIDELINES

1. What Type of Concerns are Covered?

- Health and safety risks, including risks to the public as well as other employees that are not being addressed.
- The unauthorised use of donated funds.
- Possible fraud and corruption.
- Observation of sexual or physical abuse.
- damage to the environment.

- Violation of policies or values.
- Actions taken outside of the organizations mandate.
- Actions that risk the organization's charitable status.
- Partisan communication or actions.
- Lack of inclusivity
- other unethical conduct.

2. Safeguards

The organisation recognises that the decision to report a concern can be a difficult one to make. The organisation will not tolerate any harassment or victimisation and will take appropriate action to protect individuals who raise a concern in good faith.

3. Confidentiality

All concerns will be treated in confidence and identities will only be revealed with the complainants permission. Complainants retain the option of providing an anonymous complaint. In the case of legal concerns, at the appropriate time, complainants may need to come forward as a witness. In their complaint, Individuals must:

- disclose the information in good faith.
- believe it to be substantially true.
- not act maliciously or make false allegations.
- answer reasonable questions for more information.
- not seek any personal gain.

4. How To Raise a Concern

Internally, staff can report concerns either verbally or in writing with your immediate supervisor/manager, or directly with the Board of Directors. This may depend, however, on the seriousness and sensitivity of the issue involved and who is suspected of the malpractice. For example, if you believe that management is involved you should approach a more senior level of management. Financial allegations require that the Chief Finance Officer or Board of Directors shall be notified of all financial or accounting irregularities or suspected irregularities.

Members, volunteers or members of the public can report concerns either verbally or in writing to any staff or member of the Board of Directors. These reports will be kept anonymous as requested.

5. Process

Freshwater Conservation Canada staff/Board of Directors will investigate claims to the best of their ability. In the case where a claim is found to be true through evaluation or there are multiple claims, a discussion will be initiated with the alleged to discuss actions and behaviours moving forward. Freshwater Conservation Canada and the Board of Directors reserve the right to terminate the employment of any individual at any time based on the nature of the complaint, or the response to this process. Freshwater Conservation Canada and the Board of Directors reserve the right to revoke memberships or any responsibilities, titles or standing of volunteers at any time based on the nature of the complaint, or the response to this process.

FORMS AND TEMPLATES

Complaint Submission Form

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Author: Silvia D'Amelio

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