Volunteers National Organization for Development and Humanitarian Services

A report mechanism for breaches of the code of conduct

Organizations Background:

Volunteers National Organization for Development and Humanitarian Services is a Sudanese women lead NGO registered as a national voluntary charitable humanitarian non-governmental organization founded by group of women and youth volunteers, whom work in humanitarian and development domain. The creation of this organization is inspired by a feeling among this group that something must be done to mitigate the sufferings of women's, girls and youth in Darfur in particularly and in Sudan in general.

Volunteers National Organization for Development and Humanitarian Services was established in 2014, and was officially registered with the humanitarian aid commission (HAC) as a local, non-governmental organization to provide relief, and advocate for the promotion of human rights principles.

Volunteers National Organization for Development and Humanitarian Services is a non-religious non-political, non-profitable and non-commercial organization; it is basically a humanitarian organization whose vision is to promote "Peace, Unity Development, women rights and women Empowerment for All" among the different communities, ethnic groups and tribes in Darfur and Sudan in general. National Volunteers has been able to acquire sufficient community goodwill that will enable it to implement future activities smoothly

Introductions:

A **report mechanism for breaches of the code of conduct:** is a formal process that allows individuals to report behaviour that violates an organization's or community's standards of behaviour. Here's an overview of how such a mechanism typically works:

Core Components of a Report Mechanism:

1. **Clear Definition of Breaches**
   - Specify what constitutes a breach (e.g., harassment, discrimination, and bullying, unsafe behaviour).
   - Reference the Code of Conduct clearly.
2. **Accessible Reporting Channels**
   - Multiple avenues: email, web form, anonymous hotline, in-person reporting.
   - Ensure availability for all stakeholders (staff, participants, members, etc.).
3. **Confidentiality Assurances**

- Reports are handled with discretion.
- Only those involved in the investigation are informed.

4. **Reporting Procedure**
   - Step-by-step process:
     1. **Submit the report** (name, date/time, description, evidence if any).
     2. **Acknowledgement of receipt** by the responsible team.
     3. **Preliminary review** for credibility and relevance.
     4. **Formal investigation** (if warranted), involving interviews or fact-finding.
     5. **Resolution** – action taken, if necessary (discipline, mediation, training, etc.).
     6. **Notification** of the outcome to the reporter (within privacy limits).

5. **Protection Against Retaliation:**
6.
   - Strong anti-retaliation policy in place to protect those who report.

7. **Oversight and Review**
   - A designated team or officer (e.g., HR, Compliance Officer, Ethics Committee) reviews and updates the mechanism regularly.
   - Logs of reports (anonymized) maintained for accountability and analysis.

☑ Best Practices

- **Anonymous Reporting**: Allow anonymous submissions but be aware it may limit follow-up.
- **Training**: Ensure staff and leaders know how to handle reports.
- **Follow-Up**: Always provide some form of closure to the person who reported the breach.
- **Transparency**: Share aggregated data on breaches (e.g., in annual reports) to build trust.

