Volunteers National Organization for Development and Humanities Services

منظمة المتطوعين الوطنية للتنمية والخدمات الإنسانية

(VOLUNTEERS)

Code of Conduct Reporting Mechanism Policy:

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.

Introduction:

Code of Conduct Reporting Mechanism Policy tailored for Volunteers Organization for Development and Humanitarian Service. This policy ensures that all stakeholders have a clear, accessible, and safe way to report violations of the Volunteers Organization for Development and Humanitarian Service Code of Conduct.

[Volunteers Organization for Development and Humanitarian Service]
Effective Date: [January 2022]
Approved by: [Board/Executive Director]
Review Date: [January ,2024]

1. Purpose

The purpose of this policy is to establish a clear and confidential mechanism for reporting, investigating, and resolving any breaches of Volunteers Organization for Development and Humanitarian Service Code of Conduct. This ensures the highest standards of integrity, ethics, and accountability within the organization.

2. Scope

This policy applies to all employees, volunteers, board members, consultants, interns, beneficiaries, and partners associated with [Volunteers Organization for Development and Humanitarian Service].

3. What Should Be Reported

Violations of the Code of Conduct, including but not limited to:

- Harassment, abuse, or exploitation
- Fraud, corruption, or theft
- Discrimination or unethical behaviour
- Conflict of interest
- Misuse of organizational resources
- Any action that undermines the Volunteers Organization for Development and Humanitarian Service mission or values

4. Reporting Channels:

Reports can be made through any of the following channels:

a. Confidential Email

- Email: [confidential.HR@Volunteersno.org]
- Monitored by: [Compliance Officer or HR Manager/Meals Focal Person]

b. Hotline / Telephone

- Phone: [+2491220365217]
- Availability: [e.g., Sunday–Thursday, 9 AM–5 PM]

c. Anonymous Reporting Box

- Physical drop boxes located at: [Office locations and within Volunteers Organization Operational Areas]
- Checked weekly by: [Compliance Team (compliance Officer /HR Manager]

d. Online Form

- URL: [Insert Secure Web Form URL]
- Allows anonymous submissions

e. In-Person Reporting

- Reports may be made to a line manager, HR personnel, or designated safeguarding officer.

5. Confidentiality

All reports will be treated with the utmost confidentiality. The identity of the reporter will be protected to the extent possible, unless disclosure is required by law.

6. Protection from Retaliation

[**Volunteers Organization for Development and Humanitarian Service**] strictly prohibits retaliation against anyone who, in good faith, reports a concern or participates in an investigation. Any acts of retaliation should be reported immediately and will be treated as a serious violation of this policy.

7. Investigation Process

1. **Acknowledgement**: Receipt of the report will be acknowledged within 5 working days.
2. **Assessment**: An initial review will determine whether a formal investigation is necessary.
3. **Investigation**: If warranted, an impartial investigator (internal or external) will be appointed.
4. **Outcome**: Findings will be reviewed, and appropriate action will be taken.
5. **Follow-up**: The complainant (if not anonymous) will be informed of the outcome, within the limits of confidentiality.

8. False or Malicious Allegations

Reports made in bad faith, with the intention to harm or defame, are a violation of this policy and may result in disciplinary action.

9. Policy Review

This policy shall be reviewed annually or in response to significant incidents, legal changes, or organizational growth.

10. Contact Information

For any queries regarding this policy, please contact:
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