

## HD's policy on raising grievances and complaints

### Introduction

The Centre for Humanitarian Dialogue (HD) is committed to creating a harmonious workplace environment, which is safe, fair and equal to all its staff and consultants (hereafter “employees”).

HD has a zero tolerance policy on issues related to financial wrongdoings, fraud and mismanagement as well as cases of harassment, sexual harassment, abuse of authority, discrimination and any other form of behaviour that would constitute a breach of personal integrity and create an intimidating, hostile or offensive environment (for further explanation, see the definitions below).

HD will respond to any complaints in this respect and will take appropriate actions and sanctions.

To that end, HD commits to creating and maintaining an enabling environment where employees feel empowered and safe to raise any grievances and complaints which will be handled swiftly and with all due impartiality.

In this respect, HD makes the following two mechanisms available to its employees to raise any grievance and complaint, or to get support:

**1. Internal complaint mechanism:** employees can address their complaints to their line managers and/or to the Head of Human Resources in Geneva, who will be in charge of setting up a committee to investigate the allegation.

**2. External complaint mechanism:** employees may however prefer to use an independent and external mechanism. To this purpose, HD has contracted a Geneva-based firm, “**Esprit d’Entente**”, (EE) who will act as **the first entry and contact point** for any complaint or grievance and will work in full confidentiality. Depending on the nature of the complaint, EE will suggest to employees:

- a. an **informal mechanism to raise any personal issues, inter-personal problems, grievance or complaints and to seek advice and help**. This mechanism, which is led by EE, provides support and advice to employees, considering it may sometimes be difficult for some employees to express their problems and grievances within HD internal hierarchy structure. It allows employees to find amicable solutions and solve complaints and grievances in a confidential, non-threatening and non-contentious manner. In this case, EE acts as **Ombudsman** or Person of Trust;
- b. a **whistleblowing mechanism**, which is handled by EE for cases of **improper behaviour** (harassment, abuse of power). This mechanism guarantees the anonymity of the employee.
- c. a **whistleblowing mechanism**, which is handled by HD Internal Auditor, for cases of **financial nature** (e.g. fraud). This mechanism guarantees the anonymity of the employee.
- d. a tailored and professional support in case of symptoms of **post-traumatic stress disorder (PTSD)** following a security incident. This support is

provided by an ex-ICRC professional who is a pioneer in this field.

This policy has entered into force on 1 January 2019.