

## **Rotary Doctors Sweden**

### Complaint procedure/whistleblower process

Rotary Doctors' activities are characterized by transparency and integrity. The management and procedures of the organization should prevent irregularities such as improper handling of resources, corruption, embezzlement, nepotism and fraud.

Rotary Doctors stakeholders such as Rotary Clubs, employees, medical and dental volunteers, patients or the public affected by the activities, should be able to report suspected irregularities without being adversely affected. It should be easy to find out how and where to complain. Information about the complaint procedure should be posted on the website and information in English to be distributed to all employees in Kenya.

Rotary Doctors' Board has appointed a person of integrity and long experience of Rotary in Sweden and internationally, to act as "complaint handler" for Rotary Doctors Sweden. This is Leif Mazetti Nissen, Rotary Member of Malmö Limhamn's Rotary Club, e-mail: leif@mazetti-nissenab.se.

Procedures for handling complaints:

The first step to report suspected irregularities is usually to report it to the coordinators, board or auditor depending on the nature of the matter.

In some situations suspected irregularities can also or instead be taken up with complaint handler. These situations may include:

- When the person who wants to communicate irregularities would like to remain anonymous.
- When other parties are contacted and their actions have not satisfied the person that informed about the irregularities.

The complaint handler shall not inform other parties of the Rotary Doctors Sweden to who has complained to him. Depending on the nature of the grievance the complaint handler shall:

- Ask for written comments and information from the coordinators and / or the Board of the irregularities and the action taken.
- Contact the auditor to assess the measures to be taken.
- Consult Swedish Rotary Service regarding the complaints.
- Make own inquiries of the involved.
- In case of a suspected crime, consult with the auditors and agree if a police report should be filled.
- Draw conclusions about the relevance of the complaint and the action taken by the Rotary Doctors Sweden.
- Reconnect and provide information to the person who reported the complaint / irregularity.

Complaint handler shall document the handling of all complaints submitted to him.

***Approved by the Board of the Rotarysts Doctors 11 November 2012.***