If you witness or learn of a suspected ethics or Code of Conduct violation, report it as soon as possible. It is the responsibility of all Team Members to comply with Mercy Corps’ ethical principles as contained in the Code of Conduct policies. Mercy Corps expects Team Members to immediately report violations or suspected violations of policies.

You can report to the Integrity Hotline, a Safeguarding Focal Point, Human Resources, or a trusted leader. Anonymous reports to the Integrity Hotline are possible. It can however be more challenging to investigate anonymous complaints.

Mercy Corps will not tolerate any form of retaliation against team members, partners or participants who report information in good faith.

Mercy Corps is committed to ensuring the highest levels of confidentiality possible. Only people directly involved in an investigation will have information about a report. If a team member tells you about a suspected violation listen and assist them with reporting.

This policy and Mercy Corps’ Integrity Hotline are not intended to address general complaints about the workplace, interpersonal issues, or other issues not related to violations as described above. General complaints should be raised with supervisors or other responsible members within Mercy Corps.

The safety and well-being of team members and program participants, especially victims or survivors, is our first concern. Mercy Corps will offer medical, psychosocial and/or legal support to survivors.

It is not your role to investigate. If you hear or see something that is concerning, report it immediately and do not discuss the information with other team members.

REMEMBER!
Mercycorps.org/integrityhotline or integrityhotline@mercycorps.org
Mercy Corps will first work to ensure the safety of everyone involved and the situation will be examined to determine if an investigation is warranted. Once this step is completed, next steps in accordance with the policy will take place and the complainant will be notified. Refer to the Reporting Process diagram on the Safeguarding Hub page for details of next steps.

Report it immediately — partners are held to the same ethical standards as Mercy Corps team members and it is important that we follow up and ensure nothing exploitative is happening. There is a process in place to handle complaints about partners and employees of other humanitarian aid organizations.

You are expected to report any suspected ethical or Code of Conduct violations. You should report your concerns immediately to the Integrity Hotline, a Safeguarding Focal Point, Human Resources or a trusted leader or supervisor. You are not required to report to your supervisor and can contact the Integrity Hotline directly.

Sometimes a report does not lead to a full investigation, for example, if it is not a Code of conduct violation, and other action is warranted. When an investigation is undertaken, it will be fully documented and a final report will be filed by the Ethics or Human Resources team.

The Ethics Team or Human Resources will send a notice to the person who submitted the complaint and acknowledge the report of a suspected violation.

If you are concerned that a report you have made has not been followed up on, contact the Integrity Hotline.