



Friends Helping Friends: Speak-Up Policy

Friends Helping Friends is committed to serving the most vulnerable members of our community through an approach that reflects the inherent dignity and worth of each individual. To ensure the values and principles of our mission are reflected within our organizational practices, Friends Helping Friends mandates that trustees, board members, employees, and volunteers exercise honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Purpose

The purpose of the Speak-Up Policy is to encourage and enable employees and volunteers to raise serious concerns internally so that Friends Helping Friends can address and correct inappropriate conduct and actions. Reports of inappropriate conduct and actions may include but are not limited to policy violations; the misreporting of accounting, financial, or operational data; harassment or discrimination in any form; fraud; worker intimidation; and any other conduct which is illegal, unethical, or contradicts organizational integrity. Additionally, employees and volunteers are encouraged to voice complaints regarding any behavior or act that they deem threatening or questionable.

No Retaliation

As an organization that consistently advocates for equal opportunity and ethical treatment of all individuals, it is contrary to the values of Friends Helping Friends that anyone retaliate against a trustee, board member, employee, or volunteer who in good faith reports an ethical violation; a suspected violation of law, such as a complaint of discrimination or harassment; suspected fraud; or suspected violation of any regulation governing the operations of Friends Helping Friends. A trustee, board member, employee or volunteer who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination.

Acting in Good Faith

Anyone reporting a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegation that proves not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense, subject up to and including termination.



Confidentiality

Violations or suspicions of violations may be submitted on the confidential basis of the individual. Reports of violations or suspected violation will be kept confidential to the fullest extent possible, consistent with the need to conduct an adequate investigation.

Reporting Procedure

Consistent with the values of accountability and transparency upheld by Friends Helping Friends, we maintain an open-door policy within our organization. Friends Helping Friends encourages and suggests that employees and volunteers share their questions, concerns, suggestions, or complaints with their supervisor. Reporting can be made either verbally or through a formal written document at your discretion. If you are not comfortable speaking with or approaching your supervisor or are not satisfied with your supervisor's response, we encourage that you speak with either the Executive Director, a trustee, or a board member. The compliance officer of Friends Helping Friends will be immediately notified. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Compliance Officer:

Sylvia Ringgold

Contact Information:

Friends Helping Friends

Attn: Sylvia Ringgold

2526 Broad Street

Chattanooga, TN 37408

423.512.5565

sringgold@friendshelpingfriends.org

