

Speak Up

How to report a concern

There are several ways to get in touch.

- Complete this accessible form, then send via email to speakup@sightsavers.org.
- Visit **Sightsavers' online reporting platform** and complete a web-based report.
- Call our 24-hour telephone hotline service: find the phone number for your country on the **'Call us'** page of the online reporting platform.

The information you provide will only be shared with the individuals necessary to investigate and take any further action needed.

If you have named someone as a perpetrator in your report, they will not be granted any access to the details given by you. However, we may discuss some necessary detail and nature of the report with them to adequately address the concerns raised.

Any personal data you have given will be held on a secure file and will only be used to contact you to deal with the concern that you have raised. Your information will not be shared with any third party unless we are required to share this information by law.

To read Sightsavers' policies on data privacy, safeguarding and whistleblowing, visit the **Accountability and Transparency section of the Sightsavers website**.

Use this form to report any of the following issues

1. Discrimination or harassment

Uninvited and unwelcome verbal or physical conduct directed at an employee because of his or her sex, religion, ethnicity, or beliefs. Examples include bias in hiring, bias in assignments, wrongful termination, bias in promotions, bias in educational decisions, unfair compensation, inappropriate language.

2. Donor funds mishandling

Funds directed to the organisation have not been handled with the utmost truthfulness or not used in accordance with the donor's intentions and wishes; failure to provide due care with respect to the donor, and/or donation; or injury to the public trust.

3. Falsification of contracts, reports or records

Any misrepresentation of information including: fraudulent, misleading or incorrect contractual arrangements, falsified reports of any kind (e.g. over reporting against KPIs) or modification of records.

4. Fraud, bribery or corruption

Concerns regarding fraudulent activity, perceived conflict of interest or corrupt behaviour by Sightsavers staff.

5. Health, safety, security and environment

Your health, safety or security has been impacted by a Sightsavers employee; you have concerns about the health, safety and security of a Sightsavers staff member; or a Sightsavers activity is having a negative impact on the environment.

6. Misuse of data

Any mishandling of personal data including loss, theft, insecure storage/transfer, unauthorised transfers or disclosures; or use of data for a purpose that it was not intended for.

7. Programme quality

Projects, programmes or services do not meet agency promises; poor quality of materials or work; inconsistent service delivery or misrepresentation; or failure to follow applicable laws and regulations governing the handling and distribution of products and services.

8. Sexual harassment, exploitation or abuse

Sexual harassment, exploitation, or abuse in Sightsavers' programming or workplace, whether perpetrated, experienced, or observed by Sightsavers staff, partners, members of the community who use Sightsavers services or other.

9. Violation of organisation policy

Any concerns that relate to suspected violation organisational policy that is reasonably believed to be in the public interest.

10. Other

If you feel that the definitions above do not describe the event, action or situation you are looking to report about, please use this header.

Please provide information as follows:

Type of concern (using categories 1-10 above)

Location:

If you prefer to remain anonymous when you initially make this report, please insert initials here only. **Please be aware that remaining anonymous may limit our ability to follow up on the action you would like to see taken.**

Full name:

What is your relationship to Sightsavers?

Your contact phone number:

Your contact email address:

Preferred method of contact:

The best time and day for us to contact you:

Please identify the person(s) engaged in this behaviour if possible:

First name:

Last name:

Title (Mr/Ms/Mrs/other):

Have you told anyone about your concern? Yes/No/Prefer not to answer:

If yes, who did you tell and what action did they take?

Where did this incident occur?

We recognise that this incident may not have occurred in a particular location. However, if this incident was observed in some documentation or business transaction, please tell us.

Please provide the specific or approximate time when this incident occurred, or you became aware of it:

How long do you think this problem has been going on?

How did you become aware of this incident? e.g., witnessed it, was told by someone.

Please provide all details regarding the alleged violation, including the locations of witnesses and any other information that could be valuable in the evaluation and ultimate resolution of this situation.

Please continue on a separate blank page if necessary.

When you've completed this form, send via email to speakup@sightsavers.org.

Once we receive your report, we will endeavour to respond to you as soon as possible using your preferred contact method.