

Complaints and Whistleblower Protection

A clear route to question services, conduct or decisions and report safeguarding or integrity concerns without retaliation.

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Registration status: Registration in progress.

Adopted by authorised management on 15 October 2026 as internal commitments and procedures during registration. This adoption does not imply completed registration or statutory effectiveness of the internal bylaws.

1. Who can complain

Participants, children, caregivers, workers, volunteers, partners and community members may raise concerns verbally or in writing, directly or through a trusted person. There is no fee, prescribed form or requirement for complete evidence. Anonymous reports are accepted; anonymity may limit follow-up but does not justify ignoring the information.

2. Channels and independent escalation

Report to muntalaq-alnahda@greatiraq.com or call +9647729942312. If the concern involves the recipient, or the primary route is unsafe, contact Zahraa Ali Fuad, Head of the Organisation, directly at iraqi.development.organization@gmail.com or +9647812335224. If both recipients are implicated, the case must go to unconflicted members of the Oversight and Compliance Body or Founding Body once that body and its appointments are confirmed. An independent donor reporting route may also be used where applicable. Do not post sensitive details in public comments or group messages. These contacts are not a round-the-clock emergency service; use appropriate local emergency services for immediate danger.

3. Intake and triage

The recipient records the time, safe contact method and necessary facts and assesses urgent risk. Child protection and SEAH concerns move immediately to the relevant safeguarding procedure and must not wait for a routine service complaint cycle. Acknowledge receipt where safe contact is possible and explain responsibility, next steps and the expected timeline without promising a fixed resolution period for every case.

4. Assessment, decision and review

An unconflicted person handles the case. Gather information safely and proportionately, avoid unnecessary repetition of traumatic accounts and seek independent expertise where needed. Explain the outcome and actions that can be disclosed while protecting privacy. A complainant may request review by someone not involved in the first decision. Apply the specific appeal routes and deadlines in the bylaws where relevant. Access to courts, donors or competent authorities is not restricted.

5. Confidentiality and non-retaliation

Share information only where needed for protection, response or legal and contractual obligations, explaining these limits without promising absolute secrecy. Threats, defamation, service reduction, dismissal or exclusion for good-faith reporting are prohibited. An unsubstantiated allegation is not automatically malicious. Evidence of deliberate fabrication is handled fairly and separately from protection for good-faith reporting.

6. Learning and accountability

Maintain an access-restricted register of responsibility, decisions and follow-up, with secure retention and disposal according to need and obligations. Review patterns without exposing people, correct causes of harm and assess access for women, children, people with disabilities and groups who face barriers to complaint. The Board reviews the mechanism annually and keeps published contacts current.

Governance and document control

Policy owner: Board of Directors, under Article 53 of the approved internal bylaws. Review at least annually and after significant incidents or changed requirements. Arabic and English versions are published together; any ambiguity must be resolved without weakening protection. No past training, screening or donor certification is asserted by this document.

Web version: greatiraq.com/policies/complaints/en/