

Whistleblowing Complaint

Standard Operating Procedure

Global

Owner: Head of Risk, Safety and Integrity

Purpose

This document explains how The Fred Hollows Foundation (The Foundation) receives, handles, and responds to Whistleblowing Complaints. It is designed to help people who raise concerns understand what happens after a report is made.

A Whistleblowing Complaint is a report made in good faith about suspected wrongdoing, misconduct, illegal activity, or serious risk connected to The Foundation's work. Reports can be made by staff, partners, beneficiaries, suppliers, or members of the public, and may be made anonymously.

Our commitment

- protect people who speak up in good faith from harm or retaliation
- handle reports confidentially and securely
- assess concerns carefully, fairly, and impartially
- take appropriate action where wrongdoing is identified
- keep you informed of progress where possible
- learn from concerns to improve our work

How to Make a Report

Anyone can raise a Whistleblowing Complaint; you do not need proof, but reports should be made honestly and in good faith.

Reports can be made openly, confidentially, or anonymously through any of the below reporting channels.

Anonymous complaints: Anonymous complaints are accepted. Please note that anonymity may limit our ability to investigate or respond fully if insufficient information is provided.

Reporting channels

- Email: speak-up@hollows.org
- Phone, Text or WhatsApp: +61 418 814 609
- Phone (Australia): 1800 352 352
- Phone (international): +61 2 8741 1900
- Direct approach to any staff member, manager, or senior leader

It is helpful, but not required, to include as much of the following as possible:

- what happened or is happening
- when and where it occurred
- who was involved
- any supporting information you wish to share

What Happens Next

#	Stage	What this means for you
1	Received & logged	Your report will be recorded in a secure case management system with access restricted to authorised personnel only. If you have provided contact details, we will acknowledge receipt within a reasonable timeframe.
2	Initial assessment	Every report is reviewed to determine whether it falls under the Speak Up Policy, whether whistleblower protections apply, whether urgent action or referrals are needed, and the appropriate way to manage the matter. Not all reports require a formal investigation.
3	Investigation (if required)	Where an investigation is required, it will be conducted fairly and without bias. This may include gathering relevant information, speaking with people involved where appropriate, and considering relevant policies, laws, and obligations. The scope and timeframe will depend on the nature and complexity of the concern. We will keep you informed of progress where possible.
4	Outcome	Once assessment or investigation is complete, The Foundation will decide what action is appropriate. Where you have provided contact details, we will provide feedback on the outcome as appropriate, while respecting confidentiality and privacy obligations.
5	Closed & reviewed	The matter is formally closed once actions are completed. Cases are reviewed to ensure the process was fair, identify lessons learned, and strengthen systems and practices. De-identified outcomes may be included in reporting to the Board.

Possible Outcomes

Following assessment and investigation, The Foundation may:

- take no further action
- implement changes to practices, controls, or policies
- take disciplinary or corrective action
- refer the matter to another process or relevant authority

Protection and Support

If you raise a Whistleblowing Complaint in good faith, you are protected from retaliation. The Foundation does not tolerate any form of detriment against people who speak up.

Support may be offered during or after the process, depending on the circumstances. Your identity will be protected to the greatest extent possible, and anonymous reports will be respected.

If you have concerns about retaliation or a breach of confidentiality, please escalate through speak-up@hollows.org.

More Information

For further information about what concerns can be raised, who can make a report, legal protections, and reporting channels, please refer to the documents below on our [FHF website](#):

- Speak Up Policy
- General Complaints SOP
- Safeguarding People Policy
- Privacy Policy

Questions? Contact speak-up@hollows.org or call +61 418 814 609.

Document Name	Whistleblowing Complaint Standard Operating Procedure		
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