

Friends of CITY DOGS Cleveland
Whistleblower/Complaint Resolution Policy
April 1, 2024

I. Purpose

In keeping with the highest standards of conduct and ethics, Friends of CITY DOGS Cleveland (“Friends”) will investigate complaints of suspected fraudulent or dishonest use or misuse of its resources or property by board members, officers, volunteers, staff, consultants, or clients. To maintain the highest standards of service, Friends will also investigate complaints concerning its programs and services.

Board members, officers, volunteers, staff, consultants, clients, and community members are encouraged to report suspected fraudulent or dishonest conduct or problems with services provided, pursuant to the procedures set forth below. This policy supplements, and does not replace, any procedures required by law, regulation, or funding source requirements.

II. Reporting

A person’s concerns about possible fraudulent or dishonest use or misuse of resources or property, or program operation, should be reported to any Friends board member or officer. Alternately, to facilitate reporting of suspected violations where the reporter wishes to remain anonymous, a written statement may be submitted to any board member or officer. Any board member or officer receiving a report, either verbally or in writing, must bring the matter to the full board’s attention in a timely manner.

III. Investigation

All relevant matters, including suspected but unproved matters, will be promptly reviewed and analyzed, with documentation of the receipt, retention, investigation, and treatment of the complaint. Appropriate corrective action will be taken, if necessary, and findings may be communicated to the reporting person, if appropriate. Investigations may be conducted by independent persons such as auditors and/or attorneys. Investigators will endeavor to maintain appropriate confidentiality, but confidentiality is not guaranteed.

IV. No Retaliation

No director, officer, employee, volunteer, or client who in good faith reports suspected fraudulent or dishonest use or misuse of Friends resources or property, complaints concerning the services Friends provides, and programs Friends runs shall suffer harassment, retaliation, or adverse employment or other consequence. Anyone who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including dismissal from the organization. This Whistleblower/Complaint Resolution Policy is intended to encourage and enable volunteers and others to raise serious concerns within the organization prior to seeking resolution outside the organization. The Policy is in addition to any non-retaliation requirements required by law.

This protection from retaliation is not intended to prohibit the board and officers from taking action in the usual scope of their duties and based on valid performance-related factors. Individuals making complaints must be cautious to avoid baseless allegations; board members, officers and volunteers who intentionally make false allegations are subject to disciplinary action.