

# Fraud and anti-corruption procedure

Datum: 15 March 2018

Eigenaar: Kwaliteitsmanager

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**Een uitgeprinte versie is ongeldig en wordt niet vervangen als er een nieuwe versie uitkomt**

## Introduction

Both ENDS supports organisations in developing countries to fight poverty and to work towards sustainable environmental management. Both ENDS needs to ensure that our support reaches them in the most efficient, effective and transparent manner possible. There is no room for fraud and corruption, which diverts support and resources elsewhere.

Both ENDS adopted an anticorruption policy as well as a fraud and sanction policy. The policy's goal is to prevent fraud and corruption in Both ENDS supported programmes and projects, as well as in contracts and Memorandums of Understanding (MoUs) at the national, regional and international levels. Copies of these policies can be requested at [info@bothends.org](mailto:info@bothends.org).

## What is considered fraud or corruption?

Fraud and corruption include, but are not limited to:

- corrupt practice - offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence improperly the actions of another party;
- fraudulent practice - any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- collusive practice - an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;
- coercive practice - impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party.

## How to report a (presumed) case of fraud or corruption

You can submit your complaint in writing by email or letter to:

Both ENDS

Nieuwe Keizersgracht 45

1018 VC Amsterdam

the Netherlands

[info@bothends.org](mailto:info@bothends.org)

Please send us:

- a brief and clear description of the (presumed) case of fraud or corruption;
- the name of the organisation or the staff at Both ENDS;
- your name and address;
- your signature and date of signature (in the case of information sent by letter);
- an address and telephone number where we can reach you.

Try to be as clear and complete as possible in describing the case and the grounds on which it is based. This will help us deal with it as quickly as we can.

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## Processing of fraud and corruption cases

Your information will be directly forwarded to the Complaint Coordinator, who will confirm receipt as quickly as possible but no later than two weeks after the case has been received.

Your case will be registered by Both ENDS. Your personal data will be dealt with in the strictest confidence.

The Complaints Coordinator decides how the case should be handled. If needed, relevant donor agencies and other working partners will be informed in case fraud or corruption has been proven.

If you wish to stay informed about the case, we will do so in writing by sending you the results of the inquiry, the decision taken and any conclusions attached to the decision.

## Possibility of appeal

Despite all Both ENDS' efforts, it's possible that you are still not satisfied about how your complaint is handled. In this case you can submit an objection to the Director by e-mail at [d.hirsch@bothends.org](mailto:d.hirsch@bothends.org) or in writing to the address mentioned above. The director will respond within 5 working days by e-mail about the further processing.