



مؤسسة نهر الأردن  
Jordan River Foundation

**JORDAN RIVER FOUNDATION  
QUALITY MANAGEMENT DIVISION**

**WHISTLEBLOWING POLICY**  
(External Stakeholders)

**QMD-POL01 V1.0**

Revision History		
Date of Revision	Version	Summary of Revision
April 22, 2026	1.0	Policy Initiation

## 1. Purpose

Jordan River Foundation (JRF) is committed to transparency, accountability, and ethical conduct. This policy enables external stakeholders including beneficiaries, partners, suppliers, and the public to safely report concerns or suspected misconduct related to JRF operations, programs, staff, or partners.

## 2. Scope

This policy applies to all external stakeholders who wish to report:

- Fraud, corruption, or misuse of resources
- Breach of JRF Code of Conduct
- Sexual exploitation, abuse, or safeguarding concerns
- Child protection violations
- Harassment, discrimination, or unethical behavior
- Any misconduct related to JRF activities, services, or personnel

## 3. Reporting Channels

Stakeholders may report concerns through secure and accessible channels:

- Email: [feedback@jrf.org.jo](mailto:feedback@jrf.org.jo)
- Phone: +962 6 5933211
- JRF Website (Contact Us)
- Feedback/Complaint Boxes at JRF locations
- 110 Helpline

## 4. Principles

- **Confidentiality:** All reports are handled with strict confidentiality.
- **Anonymity:** Whistleblowers may report anonymously.
- **Protection from Retaliation:** Any form of retaliation is strictly prohibited.
- **Good Faith Reporting:** Reports must be made with reasonable belief in their accuracy.
- **Accessibility:** Multiple safe and user-friendly reporting channels are available.
- **Independence & Impartiality:** Reports are assessed and investigated objectively.
- **Timeliness:** Reports are processed within defined timelines based on severity.

## 5. Confidentiality and Protection

- The identity of the whistleblower will not be disclosed without consent.
- Information will be shared strictly on a need-to-know basis.
- Whistleblowers are protected from retaliation, including dismissal, discrimination, or harassment.
- Support mechanisms may be provided, especially in safeguarding-related cases.

## 6. Handling and Investigation

- All reports are **formally logged, categorized, and assessed** based on risk and severity.
- Cases are classified (e.g., non-critical, critical such as fraud, SEA, corruption, etc...)
- Serious allegations (e.g., fraud, safeguarding, corruption) are escalated to a **designated investigation committee**.
- Investigations are conducted:
  - Objectively and impartially
  - By qualified personnel
  - In accordance with organizational policies and applicable laws.
- Where required, cases may be referred to relevant authorities or specialized service providers.

## 7. Response and Corrective Action

- JRF ensures appropriate corrective, preventive, or disciplinary actions are taken.
- Actions may include administrative measures, sanctions, or referral to authorities
- Cases are considered closed once resolved and/or appropriate action is implemented.
- Stakeholders may be informed of the outcome where appropriate and feasible.
- Measures are implemented to prevent recurrence.
- Feedback may be provided to the whistleblower where feasible.

## 8. Safeguarding and Survivor-Centered Approach

For cases related to **sexual exploitation, abuse, or child safeguarding**:

- Immediate protection and support to affected individuals is prioritized.
- Confidentiality and dignity of survivors are upheld.
- Referrals to specialized services are made where consent is given.
- Investigations are conducted by trained personnel only.

## 9. Good Faith Reporting

Whistleblowers are expected to report concerns honestly and in good faith. Malicious or knowingly false allegations may result in appropriate action.

## 10. Alignment with GCF Requirements

This policy supports compliance with other policies in JRF related to:

- Anti-Corruption Policy
- Environmental and Social Management System (ESMS) Policy.
- Gender Policy.
- External Feedback Complaint Response Mechanism SOP.