



USAID's Engendering Industries Best Practices Framework for Advancing Gender Equality in Male-Dominated Industries:

11.15 Implement a fair and respectful process and mechanisms for reporting and handling violations of policies

About Your Gender Equality Plan

The following Gender Equality Plan was generated using Engendering Industries' online tool: [The Best Practices Framework for Advancing Gender Equality in Male-Dominated Industries](#). The best practices listed in this plan were identified and included to fill gender equality gaps at your organization. The information included in your plan provides an overview of how to implement best practices, challenges to implementation, and markers of success. More information and resources for advancing gender equality at your company are available at EngenderingIndustries.org.

Description

Institute a fair and transparent investigation and resolution process that creates an open environment to address complaints without fear of associated stigma or retribution

Provide training for employees on compliance with anti-harassment, -abuse and -discrimination policies

Use Employee Resource Groups to support employees who have filed complaints

Include key elements such as:

- Definitions and examples of unwanted or prohibited behaviors
- Description of reporting procedure that includes multiple reporting channels
- Description of the responsibilities of employees, managers, supervisors, and key stakeholders
- Description of the investigation process
- Description of confidentiality expectations
- Prohibition of and punishment of retaliation
- Description of appropriate discipline for employee found to be in violation

Ensure that various modalities for reporting problems are widely available and communicated throughout company

Assign most trusted unit or method to handle complaints

Train personnel on investigative techniques (if not outsourced) and procedures with a particular emphasis on trauma-informed care.

Monitor complaints and resolution handling to further improve processes

Implement a sound “Whistle-blower Policy” to protect those who report

Challenges to Implementation

Complaint mechanisms handle sensitive topics and situations, and it may be difficult for victims to feel comfortable reporting

Company may not be ready to offer different grievance channels to ensure trust in confidentiality

Employees may fear retaliation from an internal company process

It may be required to define different complaint mechanisms for different policies

What Success Looks Like

Companies fully implement a complaint process that all employees feel comfortable using

Grievance management mechanisms are used, and complaints are handled within a reasonable timeframe

Complainants report that the grievance was managed satisfactorily, and they have trust in the process

Company provides training to all employees and specialized training for managers that complements and helps reinforce corporate policies against discrimination, harassment, or abuse

Complaints are registered

Company recognizes that the absence of any complaints indicates that there is continued distrust of the reporting and resolution processes or mechanisms

Individuals involved in the reporting and investigative process have a proper understanding of trauma and how it affects individuals differently, and therefore understand how to best support victims.

Resources and Tools

Guide: [Survivor-Centered Approaches to Workplace Sexual Harassment and Other Forms of Gender-Based Violence](#) (USAID)

Guide: [Integrating Gender into Workplace Policies](#) (USAID)

Guide: [Sexual Harassment, Exploitation and Abuse: A Toolkit for Building a Prevention and Response Program](#) (Chemonics)

Guide: [Workplace Climate Surveys](#) (Workplaces Respond to Domestic and Sexual Violence)

Guide: [Sexual Assault Incident Reports](#) (International Association of Chiefs of Polices)

Guide: [Good Practice Guidelines for Internal Complaint Processes](#) (Australian Human Rights Commission)

Example: [Anti-discrimination Policy](#) (Australian Government)

Example: [Complaint Procedure on Sexual Harassment](#) (ILO)