

## Procedure

- The counsellor must be easily accessible. Therefore requests for handling a complaint may be made both in writing as well as verbally. Anonymous reports will not be considered by the counsellor.
- If the counsellor does not take the request of the employee into consideration, he/she shall notify and substantiate this in writing to the employee.
- Upon actual handling of the complaint, this must be confirmed in writing by the employee.
- The counsellor shall collect all information reasonably required to obtain a thorough understanding of the nature and extent of the complaint.
- The counsellor shall record all steps taken in notes or a report.
- The counsellor gives the employee advice. The employee should try, without further involvement of the counsellor and not necessarily based on the counsellor's advice, to come to a solution. **Or:**
- The counsellor shall refer the matter to the person/authority that, in his/her opinion, is capable of further handling. With consent to report of the employee, the counsellor shall facilitate first contact between the person/authority and the employee.
- The counsellor or the Help a Child Coordinator Integrity shall continue to act as mediator during the handling of the complaint by other persons/authorities.
- The counsellor cannot make binding decisions, but may give informed advice and make recommendations.

If the handling of a complaint requires a decision from the CEO, the counsellor shall submit this to the CEO.

## Introducing

The current counsellor is Mrs. Gerda Bastiaan, a member of the Supervisory Board of Help A Child in the Netherlands.



My name is Gerda Bastiaan and I live in Kampen, the Netherlands.

I work in the field of education and psychiatry. As a mental health care nursing specialist, I treat mostly adults and children with autism. In the care sector I also act as an advisor for local councils. I also serve as a counsellor for Kruispunt.

Furthermore, I regularly travel to South Africa, where I have worked and lived for a year. In the Pretoria area, I am involved in local projects regarding skills training, the Gracia orphanage and education.

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## HELP A CHILD Confidential Counselling Procedure

Annex 5 of the  
Help a Child Integrity Policy



## Introduction

Help A Child has a designated counsellor. Everyone who works at Help A Child may contact the counsellor when needed. This applies to employees as well as to volunteers, trainees, interns, contractors and temporary workers.

The function of the counsellor is intended to give employees of Help A Child the possibility to approach an independent person if they face or have faced problems concerning improper or unfair treatment, integrity issues and/or abuses in the organisation.

This Confidential Counselling Scheme is part of the Help a Child Integrity Policy and constitutes annex 5 of this policy.

## Duties

The appointment of a counsellor is intended as an additional facility and should not replace existing procedures.

The duties of the counsellor are to bring about a solution to employee complaints regarding improper or unfair treatment by means of referral, counselling or mediation. These could include situations of (sexual) harassment, aggression, discrimination or bullying, possibly linked to structural defects and bottlenecks within the organisation.

## Appointment

The CEO of Help A Child is responsible for the appointment of the counsellor and communication of this to the employees. The appointment is made upon the recommendations of staff representatives. The appointment is generally for four years, after which time reappointment is possible.

A suitable person has knowledge of the day-to-day work of Help A Child, and is involved sufficiently in the organisation so that he/she is approachable by employ-



## Confidentiality

The counsellor and those who are involved in the complaint are sworn to secrecy regarding everything which has been made known to them during their involvement in the complaint.

If the problem/request demands to remove anonymity, the employee shall authorise the counsellor to seek external assistance. With the consent of the employee, the obligation of confidentiality becomes wholly or in part void.

The counsellor cannot rely on the obligation of confidentiality if the law indicates that there is an obligation of declaration. The obligation of confidentiality remains in position after leaving the post of counsellor.