



# SMI WHISTLEBLOWING & COMPLAINTS POLICY

Sports Mentoring Infusion (SMI)

## 1. Purpose

SMI is committed to transparency, integrity, and accountability in all its activities. This policy provides a safe and confidential way for individuals to report concerns, misconduct, or unethical behaviour without fear of retaliation.

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## 2. Who Can Report

This policy applies to:

- Staff
- Volunteers
- Participants
- Parents/guardians
- Community members
- Partners

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## 3. What Can Be Reported

Concerns may include (but are not limited to):

- Abuse, neglect, or safeguarding concerns
- Harassment or inappropriate behaviour
- Discrimination or Gender-Based Violence
- Misuse of funds or resources
- Corruption or unethical practices
- Violation of SMI's Code of Ethics or Safeguarding Policy

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 1059, Bhandup Industrial Estate, Pannalal Compound, Bhandup (W), Mumbai - 400078



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#### **4. Reporting Channels**

Concerns can be reported through:

- Directly to Founder / SMI Leadership
- Designated senior volunteer or coordinator
- Email / phone communication (as available)

SMI ensures that all concerns can be raised **safely, respectfully, and without fear.**

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#### **5. Confidentiality**

- All reports will be treated confidentially
  - Information will only be shared with relevant individuals for appropriate action
  - The identity of the person reporting will be protected as far as possible
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#### **6. Protection from Retaliation**

SMI strictly prohibits retaliation against anyone who raises a concern in good faith.

No individual will face:

- Punishment
- Discrimination
- Exclusion

for reporting a concern honestly.

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#### **7. Response & Action**

- All complaints will be taken seriously
- SMI leadership will review and assess the concern

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**SMI LIFESTYLE FEDERATION**  
**Corporate Identification Number**  
**U92490MH2022NPL393645**

- Appropriate action will be taken based on severity
- This may include warnings, removal, or escalation to authorities

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## 8. False or Malicious Complaints

If a complaint is found to be intentionally false or malicious, appropriate action may be taken.

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## 9. Commitment to Safe Culture

At SMI, we believe:

- Speaking up is a responsibility
- Listening is a duty
- Acting with integrity builds trust

This policy supports our mission of building **character-driven individuals and safe communities.**

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### Approved by:

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Founder & Chief Coach, SMI  
Date: 21/04/2026

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