

INVESTIGATION AND COMPLIANCE COMMITTEE (ICC)

TERMS OF REFERENCE

1. Purpose

The purpose of the Investigation and Compliance Committee (ICC) is to ensure accountability, transparency, and fairness by conducting impartial investigations into complaints and grievances from staff and external stakeholders and allegations of wrongdoing, misconduct, or other relevant issues.

2. Team Members

- Chair: Deputy Executive Director
- Deputy Chair: Manager - Operations
- Members:
 - Manager – Partnerships, Advocacy and Reporting
 - Senior Advisor – Competitiveness and Export Promotion
 - Finance Officer – Operations

3. Meeting Arrangements

- Meetings should be conducted as required (called by the Chair or Deputy Chair). An agenda shall be shared with the team prior to the meeting based on complaints received and cases under review

4. Scope

- Review and register new complaints and grievances received.
- Assign a team member who is not directly involved in the matter being investigated with the necessary expertise, impartiality, and autonomy to conduct a thorough and unbiased investigation. If nobody is available, the case will be referred to outside legal counsel.
- Develop an incident report for each new complaint and/or grievance received for internal handling.
- Ensure confidentiality of all involved parties.
- Review status of ongoing investigations.
- Ensure the investigation follows the process outlined in the Grievance Redress Mechanism and Investigation and Compliance Committee procedure.
- Communicate with complainants on a regular basis to keep them up to date on the progress of the investigation.
- Report findings to the Executive Director and recommend solutions to rectify the situation and provide a factual basis for decision-making, legal proceedings and policy changes.
- Monitor and record implementation of remedial measures.

5. Guidance documents

Members may use the following guidance documents:

- Grievance Redress Mechanism and Investigation and Compliance Committee
- Grievance Log
- Whistle Blower Policy
- AML and EDES Policy
- Operations Manual
- Staff Handbook