

**FIBHULP/IDIPAZ CHANNELS FOR SUGGESTIONS, COMPLAINTS
OR REPORTS**

25/01/2023

1. FIBHULP/IDIPAZ CHANNELS FOR SUGGESTIONS, COMPLAINTS OR REPORTS

As part of IdiPAZ's social responsibility management system and the attention to our stakeholders, we have enabled the following complaint channels:

A. COMPLAINTS OR SUGGESTIONS FOR JOB OFFERS

- In IdiPAZ we provide the applicant for the job offered, a channel in which to make a complaint or suggestion regarding the job offers published through this [form](#).

B. CODE OF CONDUCT

- A breach of the Code of Conduct can be reported through the following [form](#). Any stakeholder can officially report a breach detected through the Hospital Register and the IdiPAZ Register, as well as through the Code of Conduct Breach Notification Channel (NICCO Channel) which employees can access from the intranet and other stakeholders can access from the website. Reporting can be done anonymously or identified. All reports of non-compliance received in the different services will be forwarded for analysis and elevation to the Code of Conduct Compliance Committee in order to take the appropriate measures in each situation. If necessary, the corresponding sanctions will be applied according to the applicable legislation.

C. CODE OF ETHICS AND GOOD SCIENTIFIC PRACTICES.

- Anyone who has knowledge or well-founded suspicion of a breach of the Code of Ethics and Good Scientific Practice may report it through the email address codigoetico@idipaz.es. Once the notification via email has been received, it will be sent to the FIBHULP Management within a maximum period of 5 days, except if the situation is urgent, in which case it will not take longer than 3 days, during which measures will be taken according to the characteristics of the situation, in consensus with the Works Council. The implementation of these actions will be tried to be carried out within a maximum period of one month.

D. HARASSMENT PROTOCOL.

- Whenever you suffer, detect or witness situations of harassment, whether aggression or behavior, within our Institute, you can report it through this [questionnaire](#) (which may be anonymous) or notify it to the following email address igualdadydiversidad@idipaz.es. Once the report of a harassment situation is received, it will be sent to the FIBHULP Management, meeting, if deemed appropriate, the Equality and Diversity Commission and the Works Committee within a maximum period of 5 days to take appropriate action, except if the situation is urgent, in which case it will not take longer than 3 days. The implementation of these actions will be carried out within a maximum period of one month.

E. ACTION AGAINST FRAUD, CORRUPTION AND CONFLICT OF INTEREST

- At IdiPAZ we want to end corruption and fraud in all its forms as it is the basis for the creation of fair and inclusive institutions and societies. You can report these actions through this [form](#). Once a possible action against fraud has been reported, it will be sent to the FIBHULP Management who, together with their legal advisor, will agree on the implementation of the relevant measures and actions, to be carried out within a maximum period of one month.
- A record will be kept of these complaints detailing the time at which they were detected, compliance with deadlines, actions taken and their follow-up, the frequency of which will be established according to the actions to be implemented.