



Sorinteq Academy Limited: Malpractice and Maladministration Policy

Policy Statement: Sorinteq Academy Limited is committed to maintaining the highest standards of integrity, ethics, and professionalism in all aspects of our business operations. This Malpractice and Maladministration Policy outlines our commitment to preventing and addressing any instances of malpractice or maladministration that may compromise the ethical conduct and reputation of our organization.

Scope: This policy applies to all employees, officers, contractors, clients, and anyone else associated with Sorinteq Academy Limited.

Key Definitions:

1. **Malpractice:** Any intentional or negligent act or omission that deviates from established professional standards, industry regulations, or ethical norms, resulting in harm or potential harm to the organization, its clients, or stakeholders.
2. **Maladministration:** The improper or negligent management or administration of business operations, financial transactions, or organizational resources, which may result in adverse consequences for the organization, its clients, or stakeholders.

Key Principles:

1. **Ethical Conduct:** Sorinteq Academy Limited expects all employees and stakeholders to conduct themselves with the highest standards of integrity, honesty, and ethical behaviour in all professional activities.
2. **Compliance:** We adhere to all relevant laws, regulations, and industry standards, and we expect our employees and stakeholders to do the same.
3. **Whistleblower Protection:** Sorinteq Academy Limited encourages the reporting of any suspected malpractice or maladministration. We have established confidential channels for reporting, and we prohibit retaliation against individuals who make good-faith reports.
4. **Investigation and Resolution:** In the event of a reported or suspected case of malpractice or maladministration, Sorinteq Academy Limited will conduct a prompt and impartial investigation. Appropriate actions, including corrective measures and disciplinary actions, will be taken based on the findings of the investigation.

5. Training and Awareness: We provide ongoing training and awareness programs to educate employees and stakeholders about the importance of ethical conduct, and to help them recognize and prevent malpractice or maladministration.
6. Documentation and Record-Keeping: Sorinteq Academy Limited maintains accurate and complete records of business transactions and activities, promoting transparency and accountability. This includes documenting actions taken in response to reported cases of malpractice or maladministration.

Implementation: To implement this Malpractice and Maladministration Policy, Sorinteq Academy Limited will:

- Establish clear reporting mechanisms for individuals to report suspected malpractice or maladministration.
- Conduct regular training sessions to educate employees and stakeholders on ethical conduct and the prevention of malpractice.
- Ensure that investigations into reported cases are conducted promptly and impartially.

Review and Update: This Malpractice and Maladministration Policy will be regularly reviewed and updated to ensure its continued relevance and effectiveness in light of changes in the business environment, legal requirements, or industry best practices.

Effective Date: 1st January 2024

Review Date: 31st December 2024

Version: V3.