

SAFEGUARDING POLICY



**CATHOLIC CHARITIES
KHURDA ROAD, JATNI
PIN-252050, ODISHA, INDIA**

Introduction:

CATHOLIC CHARITIES, Khurda Road, Jatni Odisha is a Diocesan Social Service Society of the Archdiocese of Cuttack-Bhubaneswar, Odisha, India.

It got its legal entity on 18.04.1979. Catholic Charities is striving primarily with the Tribal, Dalit and other vulnerable sections of the society like, women, children, sick, landless, agriculture laborers and marginal farmers.

Catholic Charities with its 41 years of service believes that development is a process, which ensures the qualitative improvement in the people's access to basic amenities and equal opportunities to lead a dignified life, freedom and social justice.

Catholic Charities has been putting stress on the community as an Actor and not merely as a beneficiary in the developmental activities. It focuses on relief & rehabilitation, education, food security, economic development, skill building and awareness on health and Government schemes and provisions.

Catholic Charities is working in 11 districts of Odisha, namely Puri, Khurda, Nayagarh, Cuttack, Jajpur, Kendrapara, Jagatsingpur, Kandhamal, Boudh, Ganjam and Gajapati.

VISION

To engage and promote an egalitarian and enriched society of enduring peace, justice with socio-economic and also political equality for all

MISSION

Our mission is to restore the human dignity of the Tribal, Dalit and other marginalized communities through a process of empowerment.

CORE VALUES OF CATHOLIC CHARITIES

- Promoting of sustainable livelihoods to ensure food security
- Awareness on Health
- Preventive aspects of gender based violence
- Promoting Literacy among the tribal's and backward caste
- Promoting skill based programmes for the youth and dropouts
- Responding to natural and manmade calamities with timely relief and rehabilitation leading to development
- Ensuring safe and proper health seeking behavior of the target communities with emphasis on children and women's health

PURPOSE OF SAFEGUARDING POLICY

1. To ensure that the Staff and programs honour and protect the rights and dignity of all people, especially children and vulnerable adults, to live free from abuse and harm.
2. To Create and maintain a culture of safety and preventing Harm
3. To set a clear Standard for those included in the scope of this policy, regarding their moral and legal obligation to treat all people with respect; to actively prevent all forms of

harassment, abuse and exploitation, including all forms of sexual misconduct and human trafficking.

Catholic Charities is committed to creating and maintaining an environment, both in the workplace and in the projects, that promotes the core values and prevents the abuse and exploitation of all with whom it interacts. Abuse and exploitation constitute acts of serious misconduct and are therefore grounds for disciplinary action including termination and, as relevant, notification to specific donors and/or appropriate law enforcement authorities.

Likewise, Catholic Charities is committed to work only with organizations including partners, suppliers and service providers including consultants, who are equally committed to the dignity of individuals and equally vigilant to preventing and addressing abuse and exploitation.

Concept of Safeguarding

Safeguarding is a term that encompasses a wide range of measures and principles that ensure that the basic human rights of individuals are protected. More specifically, safeguarding aims to make sure that vulnerable adults, young adults, and children can live their lives free from abuse, harm, and neglect. The organizations have the responsibility to make sure their staff, operations, and programs do not harm children and vulnerable adults, or to expose them to abuse or exploitation. The organization needs to ensure they have appropriate Safeguarding systems, processes, and leadership in place to ensure a zero-tolerance towards all types of misconduct. They also need to ensure safeguards are integrated throughout the employment cycle and that full accountability through rigorous reporting and complaints mechanisms are supported by senior management.

Hence Catholic Charities staffs, including Board Members, interns, volunteers, and visitors as well as partners, suppliers, service providers, and consultants are:

- Expected to treat all people with whom they have contact with respect, to actively prevent all forms of harassment, abuse, and exploitation, including all forms of sexual misconduct and trafficking, and to ensure our programs do no harm to the communities in which we work.
- Prohibited from facilitating or aiding another humanitarian worker's harassing, abusive or exploitative behaviour.
- Obligated to report any concern or suspicion of harassment, abuse or exploitation.

To ensure that we hold ourselves to the highest standards, we have rigorous policies and systems in place to ensure that our staff, affiliates, partners, suppliers, service providers, and community members can report harassment and safeguarding concerns, protected from the threat of retaliation.

All reports trigger prompt and thorough assessment which may include investigation, and any substantiated violation of our policy results in appropriate action, which may include termination of employment and reporting to the appropriate local authorities.

Catholic Charities will not knowingly provide a positive referral for anyone terminated for cause and is committed to working with our colleague organizations in the development and humanitarian sector to make sure we have ways to prevent perpetrators from being hired into other agencies.

In addition, Catholic Charities is committed to ensuring that program participants-and members of communities in which they live-are aware of what staff behaviour is acceptable and how they can raise their concerns or questions in a confidential and secure manner.

All Catholic Charities Staff are obligated to report any concerns or suspicions of harassment, abuse and exploitation involving Catholic Charities Staff, partners, beneficiaries, suppliers and service provider, or aid workers associated with another organization.

All reports will be promptly investigated and addressed and treated with due regard for the privacy of the individuals involved. Any form of retaliation is grounds for disciplinary action including termination.

Key Prohibited Behaviors:

HARASSMENT

Harassment is defined as unwanted, unwelcomed and uninvited behavior that demeans, threatens or offends and results in a hostile environment. This includes, but is not limited to, harassment based on race, color, religion, ancestry or national origin, sex, age, marital status, sexual orientation, physical or mental disability or handicap, medical condition, protected veteran status, or genetic information and any other status protected by law.

BULLYING

Bullying is defined as persistent and repeated mistreatment of one or more targeted persons by one or more perpetrators and includes (but is not limited to) threats; intimidation; public humiliation/name-calling; persistent and unwelcome teasing; abuse or use of power to undermine, humiliate or denigrate; intentional work interference/sabotage; or stalking.

SEXUAL HARASSMENT

Sexual harassment is a specific type of harassment which can cross age and gender boundaries and may include unwelcome sexual advances; requests for sexual favours; verbal or physical conduct or gesture of a sexual nature; or any other behaviour of a sexual nature that might reasonably be expected/perceived to cause offense or humiliation to another and when such conduct interferes with work; is made a condition of employment; or creates an intimidating, hostile or offensive work environment.

ABUSE AND EXPLOITATION

Exploitation is the use of force or other forms of coercion, abduction, fraud, deception, abuse of power or position of vulnerability; or the giving or receiving of payments or benefits to achieve the consent of a person having control over another person.

Prohibited exploitation includes of child labour that is work that deprives children of their childhood, their potential and their dignity, and that is harmful to physical and mental development.

Prohibited exploitation also includes sexual exploitation, defined as any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including but not limited to profiting monetarily, socially or politically from the sexual exploitation of another.

In addition, knowingly facilitating or aiding another aid worker to perform acts of exploitation or abuse is strictly prohibited and will be treated with the same level of consequence as if the activity was being done directly by OROSA Staff.

ABUSE

Abuse is a deliberate act of ill treatment that can harm a person's safety, well-being, dignity and development. It often involves individuals who have a relationship of responsibility and care for the victim including project staff, parents, guardians, teachers, community workers, healthcare providers, religious leaders, friends or other children. Forms of abuse include sexual abuse, physical abuse, emotional abuse, and neglect/negligent treatment.

TRAFFICKING

Trafficking in persons is defined as the recruitment, transportation, or receipt of persons by means of deception, coercion, threat, or force for the purpose of exploitation, such as labour, prostitution, or sexual exploitation. Catholic Charities strongly condemns trafficking in human beings-children, women, and men-as a criminal act that violates fundamental human rights and the inviolable dignity and integrity of the human person.

Who does the policy apply to?

All Catholic Charities staff, affiliates, partners, suppliers, and service providers are prohibited from engaging in trafficking in children, women and men. Catholic Charities places a special focus on anti-trafficking of women and children, given their specific vulnerability and given the cruelty and perversity to which trafficked women and children are particularly subjected.

All Catholic Charities staff, affiliates, partners, suppliers, and service providers are also prohibited from employment practices related to trafficking as well as knowingly obtaining work-related goods or services that have been provided or produced by trafficked or forced labour.

Consistent with Catholic Charities' Guiding Principles, all employees are responsible for the good stewardship of all Catholic Charities resources, including public/private support and any Federal funds in the form of a grant or contract, which enables Catholic Charities to continue its mission. The organization's internal controls and operating procedures are intended to detect, prevent and deter improper activities and misuses of those resources. Unintentional or intentional violations of internal controls and operating procedures and/or of laws and regulations are to be reported. to report suspected financial and accounting misconduct and/or fraudulent activity in accordance with this policy. Catholic Charities will investigate allegations of misconduct and protect those individuals who in good faith report such allegations.

Safe Guarding Procedure:

Safe Recruitment:

Advertisement and Job description is given in the internet site. The CVs are invited and selected according to the qualification and experience required. The references are also checked. The selected individuals are called for interview. Job offers made in relation to the identified post will be subject to a self-disclosure, satisfactory clearance from checking of statutory and satisfactory verification of qualification and work History. The candidates will be asked about their previous experience of working with the staff of the organization as well as working with children and vulnerable adults. This can be also asked to the individuals, who have given references.

The same can be done for the volunteers as well as consultants recruited.

A member of Safe guarding committee will orient the new Staff on the safe guarding policy and make sure that the new comer understands fully its implications during the work period in the organisation. A contract needs to be signed.

The refresher training on Safe guarding policy is done for the staff in each year.

Catholic Charities is committed to provide safe environment in the work place for its Staff.

- It will make its policy and procedure available to the staff.
- All the Staff and volunteers will sign the code of conduct after a thorough understanding and studying its implications.
- It will ensure that staff attend a session detail briefing of Safeguarding policy and access to a copy.
- All managers will ensure that the staff they manage are aware about the policy.
- Staff whose work involves frequent face to face contact with supporters at local and national level should ensure they are familiar with the detail of the policy. They should also know the identity and contact details of the safe guard designates including help line number (if they have) and Police.
- Staff planning events should ensure that safeguarding issues are considered as part of the risk analysis and health and safety arrangements.

Safeguarding Practices:

- Build prospective and promote the need to safeguard the vulnerable in the office, community etc.
- Promote to develop guide lines for practice.
- Build the capacity of the staff to be safe and protected.
- Develop capacity in assessment, monitoring, reporting and take correct action.

Safe Guarding in Programs

1. All Partners and the Staffs need to be informed about safe guarding policy and Procedure. If the Partners do not have Safe guarding Policy but in principle they agree with the concept and Practice and willing to follow the policy and Procedure.
2. Clarify theme specific risk assessment, Prevention and mitigation requirement.
3. The risk assessment will include mitigating actions, which will incorporated into project design. This will include the training of the supporting Staff as and when required.

Safe Guarding in the theme specific risk assessment, protection and Mitigation

Acknowledging safeguarding risks and implementing measures to address them is fundamental to an organization Strategies and Governance. The more it is recognized, the more risk can be prevented. We need to consider:

- Where, When and How the theme affect the staff and vulnerable youth
- What procedure are needed to prevent harm and how to respond to concerns appropriately
- Who is the appropriate designated person as focal point to receive and manage any safeguarding concerns and subsequent investigation?
- Training is needed to ensure Staff know what is expected of them and what to do if they have a concern
- A clear code of conduct so that all staff understand their professional boundaries, working in and out from office.

Procedure for reporting a safeguarding complaint and the role of whistle blower:

A complain is an expression and a statement that something is unsatisfactory or unacceptable vis-à-vis the prescribed standard of quality work or related to the actions taken or lack of action by staff or associates that directly or indirectly cause distress to the affected party.

Anonymous complaints

It can be difficult in some of the circumstances to speak out openly therefore there is a facility to complain carefully with sufficient information/ evidences to Clarify the issues.

If the complaint found to be false or it is done with the aim of causing harm, then disciplinary action to be taken against the person who has complained.

Whistle blower:

A person recognises abuse, violation or safeguarding misconduct and raises the concerns to the Manager HR a safe guarding complaint is the whistle blower. Often a person who reports a matter is forced to take back the complaint. For this reason reporting of the matter is to be done in confidence to the Manager HR. Who will take positive resolution.

No employee should retaliate in any way against anyone who has raised any concern about harassment, sexual harassment, misconduct or discrimination against any individual.

All employees have the responsibility for keeping the work environment free of harassment and abuse. Any employee who becomes aware of a safeguarding incident whether as witness or being told or being object of it, is encouraged to report it in accordance with the safeguarding policy.

Possible complain may include:

1. Behaviour or conduct of the Staff
2. Behaviour or conduct of partner organisation staff and associate.
3. Misuse of funds, fraud and corruption
4. Harassment including sexual exploitation and abuse
5. Emotional abuse such as intimidation, humiliation, bullying and mobbing
6. Safety and security breach that will harm the organisation and its people.

Confidentiality:

All complaints whether sensitive or not should be handled in a confidential manner. In some cases, it can be disclosed to the third party. This can be decided on a case by case basis and as far as possible with the agreement of the Complainant. Confidentiality Paramount to guarantee safety to complainant, whistle blower, witnesses and subject of complaints.

Things to be in mind while witnessing a complaint:

- Information offered in confidence should be received on the basis that it will be shared with relevant people in authority: This may include the HR Manager and the members of the safe guarding committee.
- In case of Children, Parents or carers also be informed if it is necessary.
- Apart from this confidentiality will be observed.

If a child or vulnerable adult tells that they are being abused;

- Listen to and accept what the child or vulnerable adult says

- Immediate action should be taken for their safety
- Do not confront the alleged abuser
- Take the alleged abuse seriously
- Reassure the child or vulnerable adult that they have done the right thing by telling you
- Let them know you need to tell someone else. Do not promise total confidentiality
- Let the child speak or vulnerable adults freely but do not press for information
- Let the child or vulnerable adult know what you are going to do next and that you will let them know what happens
- Record carefully what you have heard whilst it is still fresh in your mind. Include the date and time of your conversation and any incident disclosed

Steps to take when suspecting abuse

If any member of staff or volunteer suspects abuse, or if a Staff or vulnerable adult makes a disclosure, or if a person external reports a suspicion or allegation relating to Staff, or its activities, the following steps should be taken:

- Avoid any delay
- Report to the HR Manager or in their absence another member of the Safeguarding Committee
- The Safeguarding Committee will ensure appropriate follow up. If urgent action is required to protect children this should be done immediately.
- No staff member or volunteer will prejudice their own standing or position within the organization by responsibly reporting potential or suspected on abuse.

Complaints against member of the clergy or religious congregations

Complaints made against staff and associates that are members of the clergy or religious congregations are dealt with in coordination with the religious order of belonging or the competent Bishop.

What complaints will not be processed?

Complaints related to member organizations staff grievance, performance issues, employment and labour matters, hostile work environment, harassment on the workplace are dealt exclusively by member organizations through appropriate legislation and HR policies and procedures (Refer HR Handbook, grievance policy).

What is to be done to strengthen safeguard practice?

The HR Manager who is responsible for managing safeguarding within the organization, by regularly reviewing and improving systems, policies and procedures and overseeing the handling

of safeguarding cases. The executive secretary to a Safeguarding Committee that can be called to action when deemed necessary by the Executive Director who regularly participates in meetings. The Manager HR will be responsible to implement the Safeguarding Plan agreed by the board based on the availability of resources.

If a member of staff is the subject of an allegation of abuse of a vulnerable adult or a Staff, that staff member will be asked to take leave from their duties until an investigation has been completed or asked to withdraw from their work until an investigation has been completed. , it should be made clear that suspension does not imply guilt but rather protects all parties whilst an investigation is undertaken.

Organisation's first concern is to care for the victims emotional, physical, psychological and social wellbeing. It also undertakes to provide support for the alleged victims, witnesses and the alleged abuser whilst an investigation is carried out. It will inform the Police or concern authority.

Complaint Handling Procedure

1. If you suspect a child or vulnerable adult is being physically, sexually or emotionally abused you should report to Manager HR immediately or to the member of the Safeguarding Committee.
2. If a child or vulnerable adult discloses to you abuse by someone else you should listen, offer support, understanding and reassurance whilst explaining you have to tell appropriate people.
3. Take emergency action if required – contact police/social services/medical services immediately as required if it is an emergency situation
4. Record everything that was said, including dates, times of conversation and any incidents disclosed
5. You must refer
6. You must not investigate.

If a staff, volunteer or anyone else associated with the organisation in some recognisable capacity is found to have committed acts in relation to children or vulnerable adults which are criminal or which contravene in a serious way the principles and standards set out in this policy, Organisation will refer these to the appropriate authorities and will also take disciplinary and/or any other action which may be appropriate to the circumstances, such as termination of contracts and the ending of volunteering relationships.

Receiving a complaint

Formal complaints should be made in writing or via e-mail to HR. If a complaint is received by telephone or in person, but cannot be dealt with at the time of the conversation, the complainant must be made aware of the CHM including the possibility of making an anonymous complaint. The complainant decides whether to formally submit a complaint or not. Complaints submitted

will be opened only by the Manager HR. The complainant will receive notice of receipt within one week.

Recording the complaint

Complaints will be recorded onto an internal system. It will have restricted staff access, and will support complaints being logged on receipt, actions tracked and outcomes recorded. The recorded complaint for related to a child within 24 hours needs to be submitted to the district Child Welfare Committee. Therefore, the Complaint Handling Mechanism should source the reporting template required by the state authority. The record of sexual harassment at work place needs to also be submitted to the district authority annually. Thus, logging complaints is a legal requirement.

Processing the complaint

It is the responsibility of the Manager HR to preliminarily assess the type and nature of the complaint and recommend the most appropriate course of action to be undertaken. This will be reviewed and approved by the Safe Guarding Committee which is also a Complaints Handling Committee. Sensitive complaints will be dealt with as per the procedure set forth ahead. The roles and responsibilities of OROSA and partner organizations will be determined at that stage.

As a general rule:

- Complaints against the staff and associates will be dealt at the level of the head office directly.
- The organization has the primary responsibility to appropriately investigate the complaint.
- Complaints that involve Organisation partners that do not have the capacity to process the complaint will be assessed on a case-by case basis. If necessary and when requested by the concerned partner organization, Organisation will work together with the partner organization in carrying-out the investigation while simultaneously strengthening their internal procedures and capacities to deal with complaints.
- If a partner organization is unwilling to act upon the complaint, then the organisation will inform the relevant Authority so that the adequate investigation can take place.

Sensitive complaints

Sensitive complaints will be immediately referred to the Organisation Director Administration who will make the first screening and assessment of the complaint and agree the most appropriate course of action. Complaints contemplating allegations of sexual exploitation and abuse will be shared to only Manager HR, those relating to financial improprieties will also be shared with the Financial Manager and the Program related breaches to the head of the Organisation. The seriousness of the complaint will determine how the investigation should be conducted. Details will be shared on a strictly need to know basis. Sensitive complaints that contemplate a gross violation of the Organisation's Code of Conduct, Code of Ethics,

Safeguarding Policy. These complaints follow the strict rule of confidentiality and need-to-know basis so only the essentials of the complaint i.e. the nature of the complaint, the course of action decided and, when ready, the outcome of the procedure. No details will be shared regarding the names of the complainant, accused, victim, witnesses or whistle blowers.

Investigation process

The Manager HR will have the primary responsibility to coordinate the investigation. Investigations will be carried out confidentially and only persons that need to know about the complaint will be involved in the process. Complex sensitive complaints will be investigated by external qualified experts from a preselected and verified pool of investigators.

Timeframes for completing the investigation vary depending on their complexity. The aim is to conclude it within the shortest reasonable time ideally not exceeding sixty days from receiving the complaint. The final report will be shared with the Director for review and approval.

The decision on the type of action to be undertaken at the completion of the investigation process will be taken by the Director or if he is the one accused, by the President of the board. Costs associated with investigations initiated as a result of complaints against staff and associates will be covered by the Organization.

Appeals procedure

All complaint has to be resolved in a satisfactory fashion for both the complainant and the organization. If the complainant does not feel satisfied with the outcome s/he can appeal to the Director. This can be done in writing, by letter or email.

Safeguarding Code of Conduct

An employee will promote its values and principles and protect its reputation by:

- Respecting the basic rights of others by acting fairly, honestly and tactfully, and by treating people with dignity and respect, and respecting the national law and local culture, traditions, customs and practices that are in line with Catholic Social Teaching, moral teaching and UN conventions
- Working actively to protect children and vulnerable adults by complying with Child and Vulnerable adults Safeguarding Policy and Procedures
- Maintaining high standards of personal and professional conduct
- Protecting the safety and well-being of self and others
- Protecting the organisation's assets and resources
- Reporting any matter that breaks the standards contained in this Code of Conduct.
- Maintaining high standards of personal and professional conduct means I will not behave in a way that breaches the code of conduct, undermines my ability to do my job or is likely to bring Catholic Charities into disrepute.

He/ She will not:

- Engage in sexual relations with a child or a vulnerable adult or abuse or exploit a child or a vulnerable adult
- Exchange money, employment, goods, assistance or services for sexual favours or other forms of humiliating, degrading or exploitative behaviour
- Engage in any form of harassment, discrimination, physical or verbal abuse, intimidation, favouritism or exploitative sexual relations
- Drink alcohol or use any other substances in a way that adversely affects the ability to do job or affects the reputation of the organisation
- Be in possession of, nor profit from the sale of, illegal goods or substances
- Accept bribes or significant gifts (except small tokens of appreciation) from governments, beneficiaries, donors, suppliers or others, which have been offered as a result of my employment
- Undertake business for the supply of goods or services to family, friends or personal contacts or use office assets for personal benefit
- Behave in a way which threatens the security of self or others
- Use the organisation's computer or other equipment to view, download, create or distribute inappropriate material, such as pornography.

Staff, volunteers and relevant others must never:

- Hit or otherwise physically assault or physically abuse children or vulnerable adults
- Develop physical/sexual relationships with children or vulnerable adults
- Develop relationships with children or vulnerable adults which could in any way be deemed exploitative or abusive
- Act in ways that may be abusive or may place a child or a vulnerable adult of abuse.
- Staff and others must avoid actions or behaviour that could be construed as poor practice or potentially abusive. For example, they should never:
- Use language, make suggestions or offer advice which is inappropriate, offensive or abusive
- Behave physically in a manner which is inappropriate or sexually provocative
- Spend excessive time alone with children away from others
- Take children or vulnerable adults to your home, especially where they will be alone with you. Have a child/children or vulnerable adult(s) with whom they are working to stay overnight at their home unsupervised
- Sleep in the same room or bed as a child or vulnerable adult with whom they are working
- Do things for children or a vulnerable adult of a personal nature that they can do for themselves
- Condone, or participate in, behaviour of children or vulnerable adults which is illegal, unsafe or abusive
- Act in ways intended to shame, humiliate, belittle or degrade children or vulnerable adults, or otherwise perpetrate any form of emotional abuse
- Discriminate against, show differential treatment, or favours particular children or vulnerable adults to the exclusion of others.

I..... do hereby confirm that I have read, understood and commit myself to comply and to be held accountable for any non-compliance and non-reporting.

I also have read and understood the CI Safeguarding policy and procedures document to know about the aspects of safeguarding that relate to my role that I summarize as under in my own words

(Signature)

Date:

Please note: you should keep this copy of the policy for your records. An additional acknowledgement form will also be issued for your signature and which will be kept internally.

The safeguarding mechanism

As a part of an ongoing move to improve accountability towards all those it serves; individuals and communities, and partner organizations, has established a Safe Guarding Committee as part of a Complaints Handling Mechanism (CHM) that is user-friendly, safe and accessible, but is also simple, efficient and effective and does not create undue burden.

The legal basis of this Safe Guarding Policy and Procedure document that is applicable to staff, board members, volunteers, interns, consultants, contractors, and partner organizations staff. The Safe Guarding Committee does not replace individual complaints mechanisms that partner organizations and staff members already have in place. It provides an alternative and complementary channel for managing complaints that can be activated in predetermined circumstances and when certain conditions are met. It recognizes that the primary responsibility to handle complaints remains with partner organizations. Together with the Manager HR, the Safe Guarding Committee is instrumental to ensure that all complaints received will be dealt with according to agreed procedure and guidelines.

Objective

To support the Manager HR in making appropriate decisions on complaints received through the Staff/ Volunteers, in accordance with agreed procedures and guidelines.

Composition

The Safe Guarding Committee is composed as follows:

1. The Manager HR; 2. One Board member 3. The Director 4. Two Staff (One Male and One Female)

Responsibilities

- The Safe Guarding Committee is responsible to
- Review the complaint and approve the course of action proposed by the Manager HR
- Suggest an alternative action if applicable
- Review and approve the final investigation report or seek additional information if applicable;
- Request an independent investigation following reports which are not deemed satisfactory and/or are not reconsidered for revision by the member organization involved;
- Recommend appropriate disciplinary actions, if applicable. The final decision is taken by the Director.

Meetings

The Manager HR is responsible to organize the meetings of the Safe Guarding Committee. The members of the Safe Guarding Committee are required to prioritize their participation in meetings to make sure that complaints are dealt with in a timely manner.

Reporting line

If the complaint is against the Director this Complaint Handling Officer reports to the President of the Board. The Manager HR as the Complaint Handling Officer will have a close working relationship with the legal advisor of Catholic Charities.

Safe Guarding Concern Reporting Form

Confidential

Name of the person Affected	Position		Address, Mobile number and Email
Nature of Concern	Violation of the Staff/ Adult/ Child	Security breach of Organisation	Other
Complaint Mode (Attach evidence)	Telephone/ Whatsapp	In Person	Letter /e-Mail

Information received Time:

date:

Information received by:

Name of the Whistle Blower	Position	Address Telephone and e-Mail

This form along with all relevant documents should be retained security and forwarded to the manager as soon as possible.

Alleged Victim/ Survivor (Staff, Vulnerable Adult)

Name	Age	Gender	Address	Phone and Email

Name of Parent/ Guardian/ carer

Name	Age	Gender	Address	Phone and Email

Person alleged as responsible

Name	Age	Gender	Address	Phone and Email

Concern

Record details of allegation

Completed by (Signature)

Full Name

Date:

Action and Further Information

Record all actions taken, agencies contacted and information/ advice received with time and date
Signature

Action Taken

Action Taken by Name, address, Phone and e- mail	action	Date

Resolution statement

Is the Concern addressed adequately? (Yes/ No/ Maybe Don't know)

Signature with Date

Complaint	Breach rectifier/ Person against who complaint was made	Safeguard Representative	Expert internal	Expert External
