

SAFEGUARDING AND COMPLAINTS HANDLING MECHANISMS

Tuesday, April 23rd 2024

12:00	Arrival, Registration and Lunch
13:30	 Welcome Introductions and ground rules Learning objectives and overview of the training Content & parking lot for questions
15:00	Coffee Break
15:30	 2. Definitions and terminology Definition of safeguarding, particularly SEAH, Whistle blowing, Complaints mechanisms etc. Reflection on pre-workshop materials
17:00	End of the first training day

WHEN?

Tuesday, April 23rd, 2024, 12:00-5:00pm (CEST) Wednesday, April 24th, 2024, 9:00am-5:00pm (CEST) and Thursday, April 25th 2024 9:00am-5:00pm (CEST)

WHERE?

VENRO Office Stresemannstr. 72 10963 Berlin

REGISTRATION

Please register \searrow online before April 5th 2024.

CONTACT

Almut Clara Huss a.huss@venro.org

Mit Mitteln des

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Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung

Diese Veranstaltung wurde im Rahmen des VENRO-Projekts Starke Zivilgesellschaft entwickelt. Dieses ist gefördert durch ENGAGEMENT GLOBAL mit Mitteln des BMZ.



Wednesday, April 24th 2024

09:00	Review of Day 1			
	 3. Complaints Handling and Feedback mechanisms What should they look like? How should they be developed? Reflection on specific cases – what went wrong? What could have been done differently? 	WHEN? Tuesday, April 23 12:00-5:00pm (C Wednesday, Apr 9:00am-5:00pm Thursday, April 2 9:00am-5:00pm		
11:00	 4. International Safeguarding Standards Introduction to international safeguarding standards and donor requirements on complaints handling mechanism. 	WHERE? <u>VENRO Office</u> Stresemannstr. 7 10963 Berlin		
12:30	Lunch break	REGISTRATIO Please register ≥ before April 5 th 2 CONTACT Almut Clara Huss <u>a.huss@venro.or</u>		
13:30	 5. Benchmarking exercise Benchmark current practice and procedures on complaints handling. Highlight risks and gaps. Make recommendations. 			
15:00	Coffee Break			
15:30	6. Response Responding to a disclosure through the complaints mechanism.			
17:00	End of the second training day			

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PROGRAMME



Thursday, April 25th 2024

09:00	Review of Day 2	WHEN? Tuesday, April 23 rd , 2
	 7. Case management Role and responsibilities of stakeholders Survivor-centered approaches Investigations and lessons learnt. 	12:00-5:00pm (CEST Wednesday, April 24 9:00am-5:00pm (CES Thursday, April 25 th
10:30	Coffee Break	9:00am-5:00pm (CES WHERE? <u>VENRO Office</u> Stresemannstr. 72 10963 Berlin REGISTRATION Please register <u>> on</u> before April 5th 2024 CONTACT Almut Clara Huss <u>a.huss@venro.org</u>
11:00	 8. Working with partners Capacity-building in complaints mechanisms. 	
12:30	Lunch break	
13:30	 9. Developing a safe organisational culture Exploring underlying reasons for safeguarding. Developing and responding to whistleblowing mechanisms. 	
15:00	Coffee Break	
15:30	 10. Action-planning Identifying gaps in policies, procedures, and practice. Setting out steps to address these matters. 	
16:30	Closure Q&A Quiz Evaluation and takeaways 	
17:00	End of the Training	

Trainer: Aneeta Williams, Bridging Worlds Consulting Ltd

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