

# SAFEGUARDING AND COMPLAINTS HANDLING MECHANISMS

#### Tuesday, April 23rd 2024

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

#### WHEN?

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

#### WHERE?

VENRO Office Stresemannstr. 72 10963 Berlin

#### REGISTRATION

Please register  $\searrow$  online before April 5<sup>th</sup> 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 24<sup>th</sup> 2024

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

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## PROGRAMME



#### Thursday, April 25<sup>th</sup> 2024

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

Trainer: Aneeta Williams, Bridging Worlds Consulting Ltd

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