

SAFEGUARDING AND COMPLAINTS HANDLING MECHANISMS

Tuesday, April 23rd 2024

12:00 Arrival, Registration and Lunch

13:30 1. 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 [↗ online](#)
before April 5th 2024.

CONTACT

Almut Clara Huss
a.huss@venro.org

Wednesday, April 24th 2024

09:00	Review of Day 1 3. Complaints Handling and Feedback mechanisms <ul style="list-style-type: none"> • What should they look like? • How should they be developed? • Reflection on specific cases – what went wrong? What could have been done differently?
10:30	Coffee Break
11:00	4. International Safeguarding Standards <ul style="list-style-type: none"> • Introduction to international safeguarding standards and donor requirements on complaints handling mechanism.
12:30	Lunch break
13:30	5. Benchmarking exercise <ul style="list-style-type: none"> • 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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Thursday, April 25th 2024

09:00	Review of Day 2 7. Case management <ul style="list-style-type: none"> • Role and responsibilities of stakeholders • Survivor-centered approaches • Investigations and lessons learnt.
10:30	Coffee Break
11:00	8. Working with partners <ul style="list-style-type: none"> • Capacity-building in complaints mechanisms.
12:30	Lunch break
13:30	9. Developing a safe organisational culture <ul style="list-style-type: none"> • Exploring underlying reasons for safeguarding. • Developing and responding to whistleblowing mechanisms.
15:00	Coffee Break
15:30	10. Action-planning <ul style="list-style-type: none"> • Identifying gaps in policies, procedures, and practice. • Setting out steps to address these matters.
16:30	Closure <ul style="list-style-type: none"> • Q&A • Quiz Evaluation and takeaways
17:00	End of the Training

Trainer: Aneeta Williams, Bridging Worlds Consulting Ltd

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