Management Responsibilities
Building a Culture of Safety
Management Responsibility to address SEA

- Code of Conduct
- Training & Supervision

Complaints Mechanism

Investigations
• A code of conduct
• “Whistle blowing” (speak-out) policies
• Accessible complaints mechanisms
• Clear investigation procedures
• Training and implementation of procedures
• Transparency and openness
• Policies on confidentiality
• Policies on the responsibilities of organizations and individuals
• Acknowledging to beneficiaries our accountability on these issues
Audit

Check your organizations policies and procedures
Questions ??
REVIEW
Some reasons for having SEA protocols in place

- Framework to assist those responsible for ensuring standards and quality
- Makes explicit what users can expect
- Provides basis for accountability
- Provides basis for quality assurance, audit, and inspection
Managers are responsible to...

- Ensure all staff are aware of their Agency’s Code of Conduct and their responsibilities under the Code
- Identify how staff and beneficiaries can access complaint mechanisms
- Support any investigation
- Consider national authorities (if criminal)
- Understand local attitudes toward SEA
- Know local systems and services for survivors/complainants
Managing Investigations: Critical Elements

- Follow procedures
- Initial Action
- Planning the Investigation
- Interviews
Managing Investigations: Critical Elements

- Timeline and structure
- Expertise and Independence of Investigation Team
- Use of contracts
- Concluding an investigation
THANK YOU!