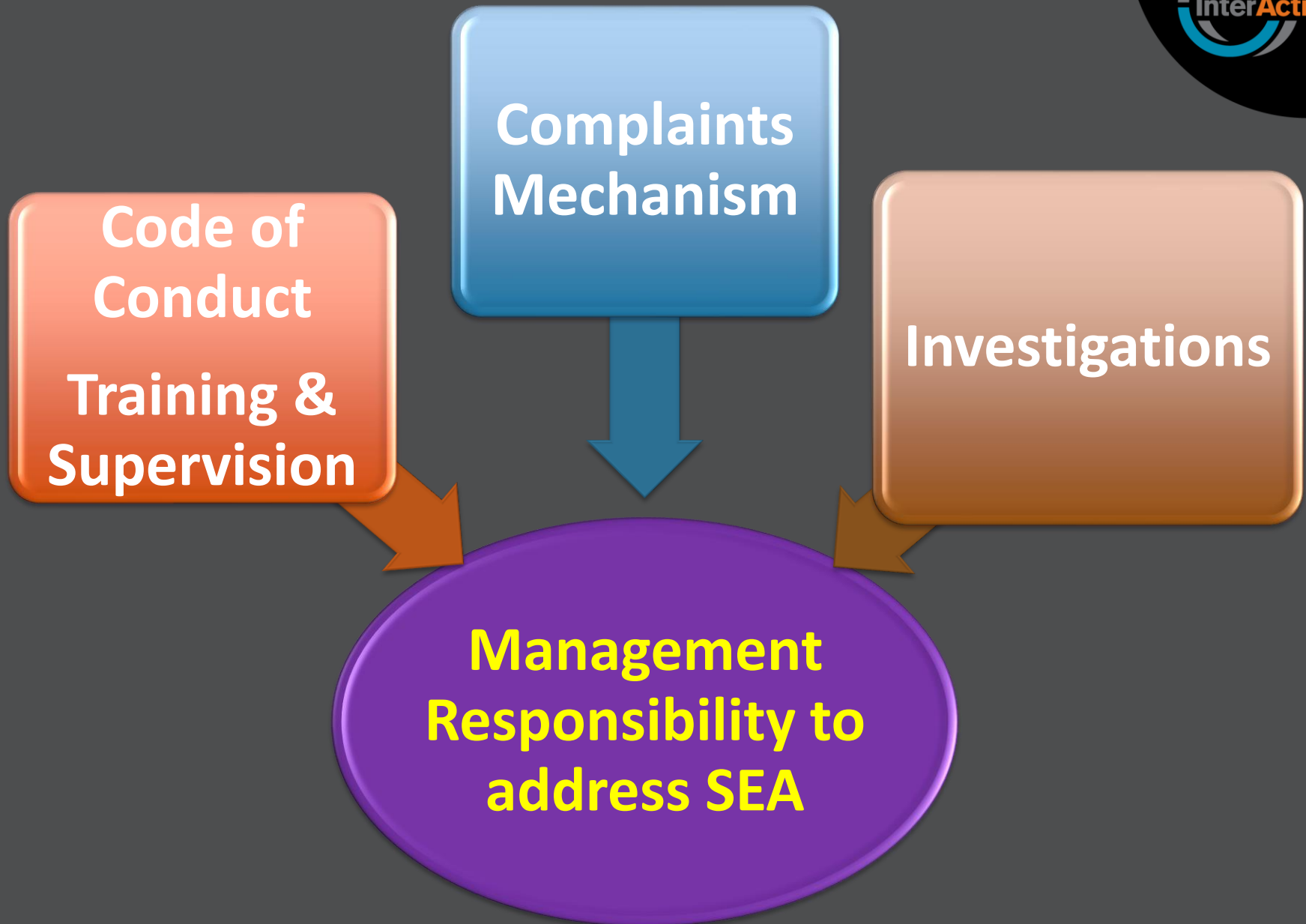




Management Responsibilities

Building a Culture of Safety



- 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!