

Child Safeguarding and Sexual Exploitation, Abuse and Harassment Incident Reporting Procedure

Who must make a report?

This reporting procedural guidance document applies to:

1. **All persons at MSIAP**, including all employees, trainees, volunteers, sessional workers, board members and any other person associated or working under contract with MSIAP in any capacity (collectively, MSIAP People, and individually, an MSIAP Person).
2. **And anyone with a contractual link to MSIAP**, which includes:
 - **All downstream partners**, including implementing country program partners and any third parties (including consultants and external implementing partners) receiving funds and/or any kind of support, including persons funded by MSIAP projects, any individual or company contracted to MSIAP to conduct a service, including consultants and suppliers)
 - **All social franchisees supported by MSIAP**
 - **All visitors to MSIAP-supported projects or activities**, including those conducted by implementing partners and contractors and/or downstream implementing partners/ sub-contractors, such as consultants, donors, researchers, photographers, videographers, journalists and supporters, or any other person visiting MSIAP-supported projects or activities for any purpose (referred to as “visitors”)
3. Henceforth, any reference within this Policy to ‘**anyone with a contractual link to MSIAP**’ applies to all these groups universally.

What must be reported?

All suspected, alleged or known cases of:

- **Child abuse, exploitation or harm** by MSIAP Persons and/or anyone with a contractual link to MSIAP
- **Sexual exploitation, abuse or harassment of an adult harm** by MSIAP Persons and/or anyone with a contractual link to MSIAP
- **Breaches of the Code of Conduct or Child Safeguarding Code of Conduct** by MSIAP People and/or anyone with a contractual link to MSIAP

NB: You do not need evidence or proof in order to report a case. The suspicion of exploitation, abuse, harassment, harm and/or a breach of the MSIAP’s Adult and PSEAH Safeguarding Policy, Child Safeguarding Policy or Codes of Conduct constitutes sufficient grounds to report. Your responsibility is merely to report, **not to investigate or collect proof**.

Where to report a safeguarding allegation?

- If you become aware of an alleged case either directly or through someone else, you should gather **basic information only**. It is **not your responsibility to investigate the case, only to report it**.
- Report the case **IMMEDIATELY** verbally or via email to:
- The confidential Speak-Up service via webmail on www.safecall.co.uk/report, or by email on speakingup@safecall.co.uk or by calling Safecall¹ as listed in [Annex 2](#):
- MSIAP Chief Executive Officer and/or the MSIAP Safeguarding Lead

NB: If you become aware of or witness an incident during a visit to a MSIAP- supported Country Program, you may also report to one of the Speak Up channels above and/or follow the country's reporting system in-country and report the incident directly to the Country Programme Safeguarding Lead and/or Country Director. Other channels in-country include the Country Programme's Contact Centre, where clients and external parties are able to raise and/or report safeguarding concerns to MSI Country Programmes.

How to respond to a safeguarding allegation?

- MSIAP acknowledges that it requires courage to speak up about exploitation, abuse, harassment and/or harm. Survivors often face many barriers to accessing care and support. They may feel shame and embarrassment and can be wrongly made to feel as if they are to blame. Survivors may also fear that they will not be believed or treated well and are likely to fear what their abusers and/or their families would do if they found out they reported the incident.
- A victim-survivor centred, and trauma-informed approach should always be taken when responding to safeguarding allegations to ensure the safety, rights, wishes, dignity and wellbeing of the victim-survivor are prioritized. For any safeguarding allegations involving children, the best interests of the child should always remain the primary consideration. This means that all actions and decisions must prioritise a child's safety and wellbeing and be underpinned by a '*do no harm*' approach, whilst consulting and engaging the child in decision-making in ways that they can understand about their wellbeing, where possible.²
- First-line support is crucial when responding to a safeguarding disclosure from adults or children, to ensure that the survivor feels supported, their needs are met and their safety is prioritized. First-line support is consistent with principles of psychological first aid, which helps people who have been through various adverse or distressing events and involves the LIVES approach.³⁴

Listen closely with empathy and without judgement
Inquire about needs and concerns (ie. emotional, physical, social and practical)
Validate their experience- show them that you understand and believe them
Enhance their safety
Support them to connect to other specialized services

¹ Safecall is a confidential, external and independent speaking up service.

² Department of Foreign Affairs and Trade, *Child and Adult Safeguards Implementation Handbook for Staff and Partners*, 2026.

³ WHO, *Clinical management of rape and intimate partner violence survivors. Developing protocols for use in humanitarian settings*, 2020

⁴ The LIVES approach is also consistent with MSI's Operational Guidance on Sexual and Gender-Based Violence.

- When dealing with a safeguarding disclosure, you should
Assess the victim-survivor's immediate needs:
 - i. In the case that the child and/or adult victim-survivor is in need of immediate lifesaving help, because they are in imminent danger (the perpetrator or someone else potentially dangerous has followed them) or requires urgent medical attention- you should address their needs immediately. You may do this for example by bringing the victim/ survivor to a hospital and/or removing him/her from the dangerous situation.
 - ii. It is important that if you are going to take actions that require involving others, that you try to get the survivor's verbal consent before acting.⁵
 - iii. In the event of a child victim-survivor, the child has the right to have her or his best interests assessed and taken into account as a primary consideration in all actions or decisions that concern him or her. Children shall be assured the right to express their views freely in all matters affecting them, their views being given due weight in accordance with the child's age and level of maturity.⁶

Refer the victim-survivor to relevant SGBV services and assistance:

- i. Assistance and support will be made available to the victim-survivor, irrespective of whether they choose to participate in the investigation and/or accountability procedure.
- ii. Ensure that you provide the victim-survivor with accurate, up-to-date information on available SGBV services and assistance such as safety and protection, comprehensive medical assistance, mental health and psychosocial support, legal services and/or basic material assistance, based on existing in-country referral pathways, as well as possible outcomes of their decisions (risks and benefits)
- iii. If the victim-survivors do not wish to access services, their wishes must be respected.
- iv. Where the complainant is not the victim-survivor, for example if a witness is reporting the incident on their behalf, you may wish to still provide them with information on available SGBV services and assistance in case they have contact with the victim-survivor.

Clearly explain the limits of confidentiality:

- i. Explain that your organisation has mandatory reporting policies for cases relating to safeguarding to ensure that the alleged perpetrator is unable to harm anyone else and that you must follow these procedures.
- ii. Inform the victim-survivor and/or complainant that information on the allegation will be shared strictly on a '*need to know*' basis.
- iii. You may ask the victim-survivor and/or complainant if they feel comfortable to share their name and contact details, in case the organisation would like to follow-up with them. In the case that are not comfortable and do not provide their informed assent/ consent, you are still required to report the incident but without their information.
- iv. It is important however that you inform them that there may be certain limitations with conducting an investigation and/or accountability measure, if there is no one to follow-up with.

⁵ Interagency Gender-Based Violence Case Management Guidelines. Providing Care and Case Management Services to Gender-Based Violence Survivors in Humanitarian Settings. 2017

⁶ In accordance with article 12 of the United Nations Convention on the Rights of the Child.

Ensure that you apply the LIVES approach

- i. Listen and validate the victim-survivor's experiences, by restating and paraphrasing what they said to you. Reassure them that they have done the right thing in taking the first step to speak out.
- ii. Allow the victim-survivor to share as much, or as little, information about the incident as they want- do not force them to give information and do not ask
- iii. probing questions. Review the information provided and confirm if and how the victim-survivor would like to be contacted for follow-up.

What to include in a report of a safeguarding allegation?

- After the immediate verbal report:
 - You must complete the **Incident Reporting Form** (Annex 1) and share it directly to:
 - To the confidential Speak-Up service via webmail on www.safecall.co.uk/report, or by email on speakingup@safecall.co.uk;
- The Chief Executive Officer, with “**Confidential**” in the subject line OR
- The MSIAP Safeguarding Lead, with “**Confidential**” in the subject line
 - Ensure the information you record in the Incident Reporting Form is as accurate as possible. This could be crucial to the subsequent safeguarding of the individual and the effectiveness of any investigation.
 - If you are unable to complete and submit an Incident Report Form for any reason, you can request that the person you made the report to submit the form on your behalf. Where possible, you should ask that the report be read back to you or a copy of the report provided to you, to ensure the information is recorded accurately.
 - Completed Incident Reporting Forms and any supporting documentation should be treated confidentially. They should be stored in secure filing cabinets and electronic versions should be secured with a password.

What happens after you make a report?

- We will respond to your concerns as quickly as possible. Initial enquiries will be made to decide what next steps are appropriate.
- If urgent action is needed, this will be taken before any investigation is conducted. The Chief Executive Officer will call a Decision Committee⁷. The Decision Committee will ensure consistency in the management of safeguarding cases across MSI Country Programmes.
- Concerns raised may be addressed in one or more of the following ways:
 - Investigated by the Country Programme or support office in question;
 - Investigated by Group Internal Audit;
 - Referred to national authorities (with the informed consent of the victim-survivor);
 - Investigated by a relevant external body; or
 - Form the subject of an independent inquiry.
- Some concerns may be resolved by agreed action without the need for an investigation.
- The internal process will ensure that cases are dealt with in a timely, fair, and confidential manner, ensuring the safety of the victim/ survivor, reporter, and alleged perpetrator.
- The Chief Executive Officer will ensure that donors to the MSIAP-supported projects in which the case occurred, are notified as soon as practically possible, and as per donor compliance requirements. This responsibility can be delegated to the MSIAP Safeguarding Lead.

⁷ The Decision Committee may comprise of the Regional Director, Country Director, Global Director of Legal, Safeguarding and Donor Compliance, Global Safeguarding Lead and MSIAP Safeguarding Lead.

How will you receive feedback?

- After you have raised a concern, a Support Person will be assigned to you. The Support Person will, so far as possible:
 - inform you about whether your concern will be investigated;
 - give you an approximate time frame for dealing with the matter;
 - inform you if your further assistance is required; and
 - update you at the conclusion of the matter.
 - The amount of contact between you and those investigating your concerns will depend on the nature of the concerns and the clarity of your information. You may be asked to meet with those investigating so that they can be certain that they have fully understood your concerns

Can reports be made anonymously?

- The MSIAP Child Safeguarding Policy and MSIAP Adult Safeguarding and PSEAH Policies encourage you to put your name to the concerns you raise wherever possible and when safe to do so. If you do not tell us who you are, it will be much more difficult for us to protect you or give you feedback.
- However, concerns that are raised anonymously will not be ignored. We will consider whether we can investigate them considering:
 - the seriousness of the concerns raised;
 - whether the concerns appear credible; and
 - whether we can sufficiently investigate the concerns based on the information provided, and, if not, whether it is possible to confirm the concerns from other sources.

What are some limitations to confidentiality?

- The principle of confidentiality will apply to any safeguarding concern or report you raise. We will treat the identity of any victim-survivor(s), any MSIAP Person or anyone with a contractual link to MSIAP who speaks up, and any person suspected of wrongdoing or malpractice as confidential, to the extent that we are able to do so. Information will be shared on a strictly 'need to know' basis and never openly discussed.
- Your name or position will not be revealed without your permission, unless it is required to do so by law or an enquiry results in a criminal investigation, in which you are required to be a witness.

What is Protection Against Retaliation?

- Anyone who reports sexual exploitation, abuse and harassment and/or child safeguarding allegations in good faith, cooperates with a duly authorized investigation, is protected against retaliation.
- MSIAP does not tolerate retaliation in any form - harassment, victimisation, or other form of reprisal including informal pressure against any anyone who raise concerns and will take appropriate action to protect such MSI People. Any will be treated as a serious disciplinary offence and may result in dismissal.
- If you believe that you are being subjected to a detriment in the workplace as a result of raising safeguarding concerns, you should inform your Support Person immediately.

What happens if the allegation is unfounded?

- If you raise a concern in good faith, no action will be taken against you, even if it is not confirmed by investigation. However, if you make a deliberately false or misleading allegation, MSIAP will consider taking appropriate disciplinary action against you.
- MSIAP recognises that the decision to raise a concern can be difficult. If you honestly and reasonably believe that what you have witnessed is true, you should have nothing to fear because you will be doing your duty to MSIAP and all the clients who benefit from our mission.

If you raise genuine concerns:

- you will be given full support from senior management;
- your concerns will be taken seriously; and
- A Support person will be assigned to you and will help you throughout any investigation.

What happens if you do not make a report?

- Failure to report any of the above **may result in disciplinary measures**, including dismissal of team members or representative, or termination of agreements with implementing partners.

ANNEX 1: Safeguarding Incident Reporting Form

This form is to be completed if you have witnessed, been informed of, or suspect that cases of sexual exploitation, abuse and harassment of an adult and/or child abuse, exploitation or harm has occurred; or that there was or is an ongoing risk of danger to the safety and security of a client or staff member. All safeguarding concerns **must** be reported immediately to the confidential Speak-Up service via webmail on www.safecall.co.uk/report, or by email on speakingup@safecall.co.uk, the Chief Executive Officer and/or MSIAP Safeguarding Lead.

This report should be completed and submitted immediately after a verbal incident report has been made; and in no case, more than 24 hours after the incident. If this form is sent via email, please ensure that the subject of the email is **'Strictly Confidential'** and that the email is **'encrypted'** to the extent possible.

The report must be treated in strict confidence

Details of Safeguarding Incident:

Please fill out as many sections as possible with as much detail as you can.

Date incident reported:	
Name of individual filling out form:	
Country/ Office where incident took place:	
Incident date (if known):	
Incident time (if known):	
Venue/location incident took place in (if known):	
Type of safeguarding incident: (if known)	☐ Sexual exploitation and/or abuse ☐ Child abuse, exploitation or harm ☐ Sexual harassment ☐ Other: _____
Name of victim/survivor: ⁸	
Age of victim/survivor (if known): [particularly important for child safeguarding incidents]	☐ Over 18 years ☐ Under 18 years ☐ Age of survivor (if known): _____
Name of victim/survivor's parent/guardian (if known): [for child safeguarding incidents]	
Alleged perpetrator: (if known)	

⁸ If victim-survivor consents to their identity being shared with the report.

Provide a brief summary of the incident.

What happened? Who was involved in the allegations (alleged perpetrator, victim-survivor and/or witnesses)? Where did the incident happen? When did the incident happen? You may also wish to include information on any behaviours or signs observed and any other relevant details you feel are relevant.

Enter text here. Take as much space as you need.

Describe in details any interactions with the victim/survivor, if they occurred. If not, please type N/A

Enter text here. Take as much space as you need.

1) Does the victim-survivor and/or complainant wish to be contacted to follow-up on this concern?

☐ Yes
☐ No

If yes, please provide relevant contact details: (including preferred method of contact ie phone, email and preferred times for follow-up)

2) Was the victim-survivor referred to any victim-assistance?

☐ Yes
☐ No

If yes, please provide details of what referrals were made:

☐ Medical care
☐ Mental health and psychosocial support
☐ Legal support

- ☐ Child protection support
☐ Protection/ safety
☐ Other: _____

Please feel free to share any other relevant information on the allegation and/or issues of concern that require additional attention (ex. Fears of retaliation from perpetrator and/or other)

Enter text here. Take as much space as you need.

Please sign, date and print your name to confirm that you have reviewed this form, verifying that the information provided is correct and truthful to the best of your knowledge.

Signed _____

Date _____

Name: _____

:

ANNEX 2

Confidential Speaking UP Service: Telephone Numbers by Country Programme

NOTE: You will be charged to call the UK numbers (beginning with +44) below. However, you may ask to be called straight back.

The free of charge numbers below may be called by you without charge to you. They are literally “free” as the charge will be passed to MSI.

UK Numbers

Afghanistan	+44 191 5167756
Bangladesh	+44 191 516 7756
Burkina Faso	+44 191 5167764
DRC	+44 191 5167764
Ethiopia	+44 191 5167764
Ghana	+233 0 24 242 6028
Kenya	0800 230 001
Madagascar	+44 191 5167764
Malawi	+44 191 5167764
Mali	+44 191 5167764
Mongolia	+44 191 5167766
Myanmar	+44 191 5167761
Nepal	+44 191 5167775
Niger	+44 191 5167764
Nigeria	+44 191 5167764
Papua New Guinea	+44 191 5167764
Senegal	+44 191 5167764
Sierra Leone	+44 191 5167764
Tanzania	+44 191 5167764
Timor-Leste	+44 191 5167761
Uganda	+44 191 5167764
Yemen	+44 191 5167764
Zambia	+44 191 5167764
Zimbabwe	+44 191 5167764

Free of Charge Numbers

Australia	1 800 312 928
Austria	00 800 72332255
Belgium	00 800 72332255
Bolivia	800 110 328
Cambodia	1 800 209 761
China (local call rates apply)	4008 833 405
India	000 800 4401 256
Mexico	800 1231758
Pakistan	00 800 900 44036
Romania	0372 741 942
South Africa	0 800 990 243
Sri Lanka (Colombo)	242 3109
Sri Lanka (outside Colombo)	011 2423109
UK	0800 915 1571
USA	1 866 901 3295
Vietnam (VNPT)	120 11157
Vietnam (Viettel)	122 80725

ANNEX 3: Safeguarding Incident Flowchart

MSIAP CHILD SAFEGUARDING AND SEXUAL EXPLOITATION, ABUSE AND HARASSEMENT REPORTING PROCESS

WHO MUST REPORT	ANYONE WITH CONCERNS This includes clients and community members (including children), MSIAP people and anyone with a contractual link to MSIAP			
WHAT MUST BE REPORTED	All suspected, alleged or known cases of: • Child abuse, exploitation or harm by MSIAP People and/or anyone with a contractual link to MSIAP • Sexual exploitation, abuse or harassment of an adult by MSIAP People and/or anyone with a contractual link to MSIAP • Breaches of the Code of Conduct or Child Safeguarding Code of Conduct by MSIAP People and/or anyone with a contractual link to MSIAP			
HOW QUICKLY TO REPORT	CHILD SAFEGUARDING INCIDENTS IMMEDIATELY (WITHIN 24 HOURS)	ADULT SAFEGUARDING INCIDENTS IMMEDIATELY (WITHIN 24 HOURS)		
HOW TO REPORT	REPORT VIA SPEAK-UP 1. Phone the Confidential Speaking Up Service on: Australia 0011 800 7233 2255 Afghanistan 0790899499* Cambodia 1800 209 761 Myanmar +44 191 516 7761 Nepal +44 191 516 7775 Pakistan 00800 900 44036 Papua New Guinea +44 191 516 7764 Timor-Leste +44 191 516 7764 Vietnam (VNPT) 120 11157 Vietnam (Viettel) 122 80725 5 2. Complete an Incident Report Form (or request SafeCall to complete on your behalf) and submit via webmail on www.safecall.co.uk/report OR by email on speakingup@safecall.co.uk		REPORT TO A STAFF MEMBER 1. Verbally report to the Chief Executive Officer and/or MSIAP Safeguarding Lead 2. Complete an Incident Report Form (or request the Chief Executive Officer and/or MSIAP Safeguarding Lead to complete on your behalf) and submit it to them via email with 'Confidential' in the subject line.	
WHAT HAPPENS WHEN A REPORT IS MADE	The MSIAP Chief Executive Officer will • Identify immediate or potential risks to the child or adult victim-survivor and alleged perpetrator, if any. • Lodge the Safeguarding Incident in the Global MSI Safeguarding Register. • Call a Decision Committee to develop an immediate action plan to ensure victim-survivor safety and respond to the report in a timely, safe, confidential and fair manner. • The Chief Executive Officer and MSIAP Safeguarding Lead will report to donor/s in accordance with specific donor requirements and to the Board for their monitoring and oversight.			
EXAMPLES OF POSSIBLE RESPONSES	Report made to the appropriate local authorities. Emergency Contact : If child or adult in Australia is at immediate danger or risk of harm: 000 Child Protection Service: VIC: 131 278 NSW: 13 21 11 ACT: 1300 556 729 NT: 1800 700 250 QLD: 1800 177 135 SA: 13 14 78 TAS: 1800 000 123 WA: 1800 273 889	Refer the child and or person making the report to local support services. Lifeline: 13 11 44 Kids Helpline: 1800 55 1800 Domestic Violence Helpline: 1800 737 732 or text 0458 737 732 Domestic Violence Line: NSW: 1800 656 463	Internal management process This may include meeting to discuss internal risk management and/or disciplinary actions: further training; formal warning; suspension, termination.	No further action In the event that the report reveals to be unsubstantiated.
FEEDBACK	The person who made the report will be updated at the conclusion of the matter.			