



CENTRE FOR RESEARCH ON WOMEN'S ISSUES (CRWI)

DIOTIMA

September 2021

Vision and Mission

CRWI-Diotima (Centre Diotima) is a women's non-governmental organization founded in 1989 on the initiative of an interdisciplinary group of women. Our vision is i) the identification and confrontation of multiple forms of discrimination against women & their multifaceted support, ii) the defense of gender rights.

Our mission is to provide assistance to vulnerable and excluded groups of women or men who have suffered gender-based violence, to defend women's rights through advocacy and public awareness initiatives, and to educate, inform and raise awareness about gender stereotypes and gender-based violence. Particularly:

Aims and means of achieving them - Field of action

Centre Diotima **aims to**

- a) undertake and conduct research programs and socio-economic feasibility studies on issues related to the position of women and gender equality in Greece and Europe. The studies are also related to employment and entrepreneurship, education, vocational training, sustainable & alternative development, new technologies, social and political representation of women, violence against women, immigration, the social economy, as well as the reconciliation of professional and personal or family life.
- b) Promote gender equality in all areas of economic, social and political life, as well as combating discrimination, negative social stereotypes and social stigma leading to exclusion from the labor market and society. In particular, in a systematic way, the provision of social and employment support services for vulnerable groups of women, who face particular problems in professional and social integration such as single headed families, immigrants, returnees, long-term unemployed persons, victims of violence etc.
- c) Participation in the initiatives and actions of the women and feminist movement in Greece and Europe, cooperation and networking with civil society organizations and non-governmental organizations (NGOs) that promote gender equality and

the fight against gender discrimination. It also aims to undertake actions for prevention and elimination of violence against women, as well as members of the LGBTQI community.

In this context, **Means** for achieving the above objectives are:

Conducting studies and research, publishing or announcing research findings, disseminating results through brochures, organizing lectures/seminars, as well as any other action resulting from the assigned projects and which will contribute to the realization of the purposes of the Organisation.

The development of tools, methodological guides and approaches aiming at the integration of the gender perspective in all aspects of political, social and economic life.

The provision of professional counseling services (information, encouragement, motivation, development of self-esteem) and support in order to overcome subjective difficulties and dealing with objective conditions that lead to exclusion from the labor market and political and social life.

The implementation of information sharing activities and awareness-raising actions for the general public and the competent local, regional and national bodies.

The transfer of experience and know-how from other countries and mainly from Member States of the European Union

Participation in groups or networks of experts dealing with issues related to gender equality in political, social and work life, as well as participation in advocacy groups that promote more general or specific demands and proposals for gender equality.

Aid services: Centre Diotima is providing psychosocial support and free legal aid services to women, men and LGBTQI survivors of gender-based violence (GBV). A range of community engagement activities are also designed and implemented, for and with the refugee population, in the framework of GBV prevention. Diotimas' services are provided to adults and person over 16 years old.

Guiding Principles/Legal Framework

We embrace the principles set out and enshrined in the International Covenants on Human and Women's Rights, Immigrants / Refugees / Asylum Seekers, Survivors of Gender-Based Violence, Children, Persons with disabilities (**Universal Declaration of Human Rights, European Convention on Human Rights, CEDAW / United Nations Convention on the Elimination of All Forms of Discrimination against Women & Optional Convention, Declaration on the Protection of Women and Children in Emergency and Armed Conflict, 1951 Convention relating to the Status of Refugees/ Geneva Convention, Council of Europe Convention on preventing and combating violence against women and domestic violence / Istanbul Convention, UN Convention on the Rights of the Child , UN Convention on the Rights of Persons with Disabilities, Circular of the UN Secretary-General on the Protection of Beneficiaries from Sexual Exploitation and Abuse / PSEA**, etc.), seeking the practical protection and assurance of respect for, on a collective and individual level, ensuring effective gender equality in all areas of the political, social, economic and private spheres.

The internal rules of operation and ethics have been drafted and approved by the Board of Directors (BoD) of Centre Diotima, which has the statutory control of the Civil Non-Profit/Nongovernmental organization.

They set a framework of values, principles and ethical standards that define the roles, duties and behaviour of the employees, members and representatives of the Centre Diotima. They set standards and specifications and set rules and guidelines for issues that employees, members and representatives of the Centre Diotima are likely to face in their work and regulate the operation and relationships within the organization.

All members of the Steering Committee, who assume responsibilities for the implementation of Actions of the organisation, under the provisions of the previous paragraph, are responsible for the proper execution of their duties and are accountable both throughout their implementation and after their completion to the other members of the Steering Committee. In case the Steering Committee finds for any reason the incorrect execution of the above duties as well as any kind of actions undertaken by the organisation, it must take all the necessary measures in time for the complete and timely implementation of these actions.

Scope of the Policy

Centre Diotima defines safeguarding as the range of measures in place to protect people at Organisation or those it comes into contact with, regardless of age, gender identity, disability, sexual orientation, ethnic origin or other attribute(s), from harm, abuse, neglect, exploitation or maltreatment, misconduct of any kind. This broader definition of safeguarding is in line with the abovementioned vision, aims and principles as depicted in the **Rules of Procedure and Code of Conduct** of the Centre Diotima.

Safeguarding is also about making sure that staff members (both employed and contracted) as well internes and volunteers - are together **actively preventing** harm, harassment, abuse and neglect. Preventing is partly being able to **identify** abuse and misconducts, and being able to **orientate** the person touched and the person reporting, as well as potential witnesses.

Through this Safeguarding Policy, Centre Diotima wants all staff, internes and volunteers to be able and **ready to respond safely and efficiently** if a concern arises. Equally importantly, it is also about having mechanisms in place to deal with that concern - **before** the concern arises (staff and volunteers trained, reporting structure, and support structures for all beneficiaries).

Protection and support of all people involved with the Centre Diotima is our main concern, therefore this Safeguarding Policy is crucial.

Institutional Responsibility

The BoD of the Centre Diotima endorses and gives effect to this Safeguarding Policy. The process owners for the policy are the **Safeguarding Team** and the **Human Resources Department**, which will monitor the policy implementation and periodically review and suggest revisions as needed.

Policy Statement

Centre Diotima **will not tolerate any abuse and exploitation by staff or associated personnel**. This policy addresses the following areas of safeguarding: Child Safeguarding and Protection from Sexual Exploitation and Abuse (PSEA). Centre Diotima commits to addressing safeguarding through three pillars of prevention, reporting and response.

Centre Diotima will:

- Ensure all staff members, internes, contractors and volunteers have access to, are familiar with and know their responsibilities when it comes to safeguarding
- Design and implement all its programs and activities in a way that protects people from any risk of harm, including data gathering and storage and communication of any information about our beneficiaries
- Implement safeguarding procedures when recruiting, managing and deploying staff, volunteers etc.
- Ensure all staff receives training on safeguarding on a yearly basis, as well as during their induction training when it comes to newly deployed staff
- Follow up on reports of safeguarding on a timely manner and according to due process.

All CRWI Diotima **managers, members of the Board, coordinators, staff, internes, contractors and volunteers are obliged to contribute to creating and maintaining a safe environment**, which prevents safeguarding violations and promotes the safeguarding policy.

Child Safeguarding

The Centre Diotima has in place a Child Safeguarding Policy (See Annex I). In summary, all staff and volunteers may not:

- Engage in sexual activity with anyone under age 18
- Sexually abuse or exploit children
- Subject a child to physical, emotional or psychosocial abuse

- Engage to any act of exploitation of children including trafficking and child labour

Protection from Sexual Exploitation and Abuse

The Centre Diotima has in place a Sexual Exploitation and Abuse Internal Mechanism included in the Policy document, according to which all staff and personnel may not:

- Exchange money, goods, employment or services for sexual activity. This also includes beneficiaries of aid services or activities
- Engage in any sexual relationships with beneficiaries of aid services or activities

Managerial Responsibility and Accountability

HR Department, members of the BoD and managers/coordinators who are responsible for hiring and managing staff and volunteers, have a particular responsibility to adhere to this safeguarding policy by

- Setting the tone and clear expectations of behavior, as presented in Diotimas' **Rules of Procedure and Code of Conduct**
- Follow the procedures and guidelines included in the **HR Manual** of Diotima Centre
- Ensure that all personnel sign the Organisations' **Code of Conduct** and abide to its' standards.

Contractors of Centre Diotima

All contracts between Centre Diotima and Contractors and/or sub-contractors shall include the standard PSEA contractual clause (see Annex II), which includes the obligations of Contractors of the Centre Diotima to take measures to prevent and prohibit SEA, to timely report to Diotima Centre any allegations, concerns or suspicions about SEA, to investigate allegations relating to their employees or other personnel of the Contractors, to take corrective action when SEA has occurred, and to ensure that the SEA provisions are included in all subcontracts. The failure of a Contractor to comply with such contractual obligations shall constitute grounds for Centre Diotima to terminate the contract.

ROLES AND RESPONSIBILITIES FOR SAFEGUARDING WITHIN CENTRE DIOTIMA

Although all staff have a responsibility for safeguarding, there are a number of specific roles within the Centre Diotima which exist to support, advise and refer any concerns to the authorities should this be necessary.

The **Safeguarding Team** consist of the **Safeguarding Representative (SR)**, **Deputy Safeguarding Officer (DSO)** and **Safeguarding Officers/PSEA focal points Network (SON)**.

A) The **Safeguarding Representative (SR)** will:

- Be responsible for ensuring Diotimas' Safeguarding policy and procedures are regularly reviewed and kept up-to-date.
- Promote the importance of safeguarding across the organization
- Manage allegations or concerns about abuse against Diotimas' staff
- Ensure mechanisms are in place to communicate and raise awareness about safeguarding issues.
- Keep **senior managers** and **trustees** up to date on safeguarding issues, providing reports and monitoring information on a quarterly basis
- Co-ordinate the **Safeguarding Officers Network (SON)** ensuring that there are sufficient trained SOs in place across the organisation and that the network meets quarterly to review safeguarding issues and share good practice.
- Ensure the SO network receive appropriate training and have oversight of basic safeguarding training for the organisation.
- Ensure incidents are dealt with and reported appropriately

The **Safeguarding Representative** of CRWI - Diotima is Maria Liapi, Legal Representative of the Organization

The **Deputy Safeguarding Officer** of CRWI - Diotima is Filio Margaritidi, HR Department

B) The **Deputy Safeguarding Officer (DSO)** will:

- **Act as first point of contact** for all staff, contractors, internes and volunteers for advice if they are concerned about the safety and welfare of a survivor/beneficiary or any misconduct/maltreatment from a staff member
- Referring incidents to the **Safeguarding Representative (SR)** so they can be reported to the BoD of Diotima if this is deemed appropriate
- Keep accurate records of safeguarding concerns and actions taken and then ensuring that a report of any incident that is reported is then forwarded to the SR using the relevant safeguarding forms
- Be familiar with all aspects of Diotimas' Safeguarding policy and procedures
- Ensure that staff in their departments are aware of the Safeguarding policy and procedures and how to proceed if they have a concern about a survivor/beneficiary or any misconduct/maltreatment from a staff member
- Participate as a member of the **Safeguarding Officers Network (SON)** which meets quarterly to share good practice and learning and review the Safeguarding policies and procedures of the Centre Diotima
- Support staff/volunteers/internes after they have shared their concerns about a beneficiary or for another staff member
- Contribute to the review and update of the safeguarding policy
- Collect monitoring data on all safeguarding concerns raised, their management and outcome in order to check compliance and note any lessons learnt
- Evaluate the effectiveness of safeguarding within the Organisation and ensure records of any concerns reported are maintained and stored securely.

C) The **Safeguarding Officers Network (SON)** which comprises of the **Safeguarding officers/PSEA focal points per location** will:

- Meet quarterly to discuss safeguarding issues and share good practice and learning from incidents
- Be responsible for the implementation of the Safeguarding policy and procedures throughout the programs of Diotima
- Act as an advisory group for the Centre Diotima to draw on for operational safeguarding issues

- Contribute to the review of the Safeguarding policy and procedures
- Receive annual training from the Deputy Safeguarding Officer and/or the Safeguarding Representatives they have up-to-date knowledge of the policy

The **Safeguarding Officers (SOs)** at the local level will be the **team coordinators** in each location of Diotima's interventions. In case there is a position of Case Managers Supervisor at a local office of Diotima, she/he will undertake the role of the Safeguarding Officer (i.e in Athens and Thessaloniki).

In case there is no team coordinator in the field, a member of the team locally should be appointed as a **SO/Psea focal point** and should refer any incidents/concerns to the **DSO**. A full list of SOs is included in **Internal Safeguarding Mechanism**. It is important to highlight that SOs are also evaluated by staff members and beneficiaries in each location of service provision. Ad hoc concerns/reports against a SO(i.e. in case of misconduct/maltreatment) can be referred directly to the DSO.

The **project managers and coordinators of the Centre Diotima** will:

- Be familiar with Diotimas' Safeguarding Policy and procedures and able to guide any of their team members who are concerned about the safety and welfare of a beneficiary and/or staff member to an appropriate SO or the DSO.
- Ensure freelance, contracted staff, volunteers or internes and contractors are informed about the person to contact if they have a concern about the safety and welfare of a beneficiary
- Ensure that all staff know where they can find the Safeguarding Policy and procedures and communicate to them any changes in policy and procedures
- Ensure that new staff understand the Safeguarding Policy and procedures during their induction period

Trustees

Trustees will receive annual reports from the Safeguarding Representative about safeguarding across the Organisation. Additionally, two trustees of the Diotima Centre have agreed to have Board responsibility and oversight for safeguarding. These trustees will have an important role in ensuring the Board of Directors pays due regard to safeguarding issues.

The named trustees are: [Despoina Tsouma](#) and [Georgia Karachaliou](#)

RECRUITING PROCEDURES

People applying to work for Diotima may hold unsuitable attitudes or behave in a way that harms vulnerable adults and/or GBV survivors. The Recruitment policy and processes of Diotima have been designed to deter these people from applying and will also help to identify unsuitable people that might apply.

All people working for Diotima Centre including employees, interns, contractors, freelancers and volunteers, will be security checked/ need to submit a police clearance. Those who have particular roles and responsibilities which involve working directly with vulnerable adults and GBV survivors will be asked for references from previous employers. The HR department is responsible for conducting respective interviews with former employees.

All employment recruitment advertisements will include the statement: "*CRWI Diotima operates a Safeguarding Policy and successful applicants will be subject to a satisfactory security check through references and interviews with previous employers*".

IDENTIFYING AND RESPONDING TO SAFEGUARDING CONCERNS

Diotimas' staff may, at times, have to respond to concerns about the welfare and safety of the beneficiaries of our services (mainly GBV survivors), including their children. This could include actual or alleged harm. If a GBV survivor is at immediate risk of harm or is a victim of SEA by a Diotimas' staff member or an employee of another NGO or Public authority, you need to act immediately and contact the local SO and or DSO within one working day. The DSO may then take advice from, or refer onto, the SR, who will then decide whether other agencies, such as the police or statutory services, need to be contacted.

Diotimas' staff coming in direct contact with vulnerable population and GBV survivors (social workers, psychologists, lawyers, interpreters, community engagement officers, etc.), which are the main beneficiaries of our services, are adequately trained on the identification of signs of gender-based violence and/or SEA thus they are alert to signs of abuse. However, regular refresh trainings should be provided on a quarterly or annual basis, while newly recruited staff will become familiar with the Safeguarding Policy and procedures during their induction to the Organisation.

If a vulnerable person or GBV survivor makes a direct disclosure of an incident, the staff member of Diotima receiving this information should:

- Stay calm
- Listen to the individual
- Take what the individual says seriously
- Keep questions to the absolute minimum necessary to ensure a clear and accurate understanding of what has been said
- Reassure them that you will act to keep them safe, but do not promise that you won't tell anyone, as you may need to do so to protect them
- Refer/inform the SO or the DSO directly

- Make a record of what has been said, heard and/or seen using the **Safeguarding Reporting Form** integrated in this Policy document

The **Safeguarding Reporting Form** should be completed to include the following information:

- ✚ A factual description of the allegation or concern
- ✚ A description of physical injuries (if any)
- ✚ Time and date of the incident, and the name of the person reporting the incident
- ✚ A clear distinction between what is fact, opinion, or hearsay

All records of safeguarding concerns and referrals are stored electronically and will be kept in the HR department with access strictly controlled.

If a person working at Diotima become aware of any concern relating to the welfare of a beneficiary (SEA or misconduct/maltreatment), either by another staff member of Diotima or from another field actor it should speak to the relevant Safeguarding Officer/Psea focal point (SO) or directly to the DSO, as soon as possible and in all instances within one working day. The concern will then be discussed and a decision made by the DSO and DSR as to whether to refer the concern to the police or the relevant local safeguarding authority/statutory service and/or PSEA referral mechanisms in place as soon as possible. All referrals to appropriate authorities must be made within 24 hours of the concern or disclosure coming to light.

Reporting may include:

Any serious concerns that you have about service provision or the conduct of employees or members of the BoD of the Centre Diotima or others acting on behalf of the Organisation that:

- ✦ make you feel uncomfortable in terms of known standards
- ✦ are not in keeping with the Centre Diotimas' Rules of Procedure and policies
- ✦ fall below established standards of practice; or
- ✦ have improper behaviour.

These might relate to:

- ✦ conduct which is an offence or a breach of the law (a criminal offence has been committed or failing to comply with any other legal obligation)
- ✦ disclosures related to miscarriages of justice
- ✦ racial, sexual, or any other discrimination
- ✦ sexual exploitation and abuse and/or neglect of beneficiaries
- ✦ disability and hate crime
- ✦ health and safety of the public and/or other employees
- ✦ possible fraud, bribery and/or corruption
- ✦ other unethical conduct and behaviour.

This list is not exhaustive.

It is clear under this Safeguarding Policy, that anyone associated with the Diotima Centre, should be able to directly report any maltreatment or infringing conduct by employees of Diotima without fear of what might happen to him.

Relevant simple and easy-to-read information about the procedure and contact details of the Safeguarding Officer, at all Diotima offices should be available in prominent spots (e.g. posters) and all beneficiaries must be informed at their first contact with the services of the Centre Diotima. In addition, safeguarding information on SEA will be included in the relevant GBV info sessions and/or legal info sessions held at regular intervals to inform the refugee population. Relevant information and opportunity to report/disclose any concern will be given through Diotima's social media and Help Desk.

Diotima Centre is committed to high standards and to being supportive to its employees and recognises that the decision to report a concern can be a difficult one to make. If you reasonably believe what there are misconduct and rights infringement behaviors you should have nothing to fear given that any such action falls within accountability procedures of Diotima both to its beneficiaries and the staff members.

Diotima Centre will not tolerate any harassment or victimisation of a person disclosing a concern - **whistleblower** (including informal pressures) and will take appropriate action to protect any person related to our Organisation when raising a concern in good faith and will treat this as a serious disciplinary offence which will be dealt with under the Safeguarding disciplinary rules and procedures. Staff members who report suspicions in good faith will not face retaliation for complying with their duty to report possible misconduct.

Confidentiality

All disclosed concerns will be treated in confidence and every effort will be made not to reveal your identity if that is your wish. If disciplinary or other proceedings follow the investigation, it may not be possible to take action as a result of your disclosure without your help, so you may be asked to come forward as a witness. If you agree to this, you will be offered advice and support.

Victim/survivor assistance

As already stated, all allegations of SEA or other serious misconduct are to be treated with the highest degree of confidentiality to protect the identities of victims, witnesses and alleged perpetrators. The Centre Diotima is committed to a victim/survivor-centric response to all allegations of SEA or serious misconduct as well as to facilitate victims' access to specialized services and assistance. Reporting SEA or cooperating with UNHCR and/or IGO¹ on allegations of SEA is considered a protected activity pursuant to Diotimas' PSEA/Safeguarding Policy. Support to victims of SEA is always provided by Diotima.

¹ Inspector General's Office, UNHCR, <http://www.unhcr.org/igo-complaints.html>

Support includes PSS, escorts to police/hospital, emergency accommodation if possible and legal aid if necessary and according to the needs, requests and the will of the victim/survivor.

Response to Safeguarding Concerns

The Centre Diotima will respond to reported concerns as quickly as possible. Do not forget that testing your concerns is not the same as either accepting or rejecting them. The overriding principle for Diotima will be the public interest.

If an investigation is deemed necessary by the Safeguarding Team members, it may need to be carried out under terms of strict confidentiality, i.e. by not informing the subject of the complaint until (or if) it becomes necessary to do so. In certain cases, however, suspension from work may have to be considered immediately, i.e. if there is already clear evidence that SEA took place or the staff member does not deny it. Protection of others (staff members and beneficiaries) is paramount in all cases. Staff members who are the subject of an allegation are entitled to a fair process to determine what actually happened, rather than being subject to gossip and rumours.

It should be noted that investigations are undertaken by experienced and qualified members of Centre Diotima, who are trained on sensitive investigations such as allegations of SEA.

The fact that a member of staff tenders their resignation or ceases to provide their services will not prevent an allegation/concern from being followed up in accordance with these procedures and a conclusion reached.

Settlement Agreements - A 'settlement agreement' by which an individual agrees to resign, and an employer agrees not to pursue disciplinary action, and both agree to a form of words to be used in future references will never be used by the Center Diotima in situations where there are concerns about their behaviour towards vulnerable population.

Reported/raised SEA/misconduct concerns may:

- ✦ be investigated by the Deputy Safeguarding Officer (DSO) and the Safeguarding Representative (SR) in consultation with the local Safeguarding Officer (SO), as described in Diotimas' Internal Mechanism included in this Policy or through the disciplinary/grievance process (see Diotimas' HR Manual). Disciplinary proceedings may start immediately after the reporting of a SEA/misconduct incident and may vary from a written warning, to suspension of duties until the finalization of an investigation procedure and/or termination of contract, depending on the complaint.
- ✦ be referred to the police
- ✦ be referred to the external auditor

Within ten working days of a concern being raised, the person investigating your concern will write to you:

- acknowledging that the concern has been received
- indicating how Center Diotima proposes to deal with the matter
- supplying you with information on staff support mechanisms
- telling you whether further investigations will take place and if not, why not.

The amount of contact between you and the safeguarding officers considering the issues will depend on the nature of the matters raised, the potential difficulties involved and the clarity of your information. It is likely that you will be interviewed to ensure that your disclosure is fully understood. Diotima Centre will do what it can to minimize any difficulties that you may experience as a result of raising a concern.

External Investigation

This Policy is intended to provide people related with Diotima with a clear SEA/Misconduct response pathway, enabling everyone to raise concerns. However, the Centre Diotima gives the opportunity to conduct an external auditor/counsellor who may receive and record SEA and/or misconduct concerns and conduct relevant investigations if necessary. Furthermore, the Centre Diotima may contact the external auditor/counsellor to conduct investigations on a retainer basis to ensure prompt response to SEA.

Contact details of the External auditor: Mr. Zarodimos Dimitrios, tel. 6973663039, E.zarodimosd@gmail.com

If you raise concerns **outside** the Centre Diotima, you should ensure that it is to the aforementioned authorized auditor. You should not disclose information that is confidential to Diotima or to anyone else, such as a beneficiary or other collaborates with Diotima.

This Policy **does not** prevent you from taking your own legal advice.

Review of the Policy

The Safeguarding Policy of Diotima will be reviewed annually and based to lessons learnt and monitoring of safeguarding concerns and responses.

The HR Department has overall responsibility for the maintenance and operation of this Policy.

DEFINITIONS

Beneficiary

Someone who directly receives services or goods from the Programs implemented by the Centre Diotima

Child

Any person below the age of 18

Harm

Psychological, physical and any infringement of an individuals' rights

Protection from Sexual Exploitation and Abuse

The term refers to the prevention of sexual exploitation and abuse of affected populations by staff. The term derives from the United Nations Secretary General's Bulletin on Special Measures for Protection from Sexual Exploitation and Abuse (ST/SGB/2003/13).

Sexual abuse

Actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions

Sexual Exploitation

Actual or attempted abuse of a position of vulnerability, power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. This definition also includes trafficking and modern slavery.

Sexual Exploitation and Abuse (SEA)

SEA refers to acts perpetrated by aid workers or people associated with aid organisations against the people that they are supposed to protect or provide aid to.

Survivor

The person who has been abused or exploited. The term "survivor" is often used in preference to the term "victim" in order to reflect the strength, resilience and the capacity to survive.

Whistleblowing/Whistleblower

A whistle-blower is a type of complainant, not the survivor, who is a humanitarian aid worker making a report of SEA. Organizational whistleblowing policies encourage staff to report concerns or suspicions of misconduct by colleagues by offering protection from retaliation for reporting and clarify the rules and procedures for reporting and addressing such cases. Therefore, the definition, scope, and protection measures may differ between organizations. Confidentiality principles apply to whistle-blowers as they would to any complainant, and internal agency policies shall protect whistle-blowers on SEA from retaliation, so long as the report is made in good faith and in compliance with internal agency policies.

SAFEGUARDING REPORTING FORM

Name of report writer	
Date	
Name of person making the disclosure <i>(Either aid beneficiaries or personnel and associated staff of the Organisation)</i>	
Name of employer of alleged perpetrator	
Name(s) of others present	
Date and time of incident	
Factual record of conversation with the survivor/person reporting the cause for concern	
Any next steps agreed	

Signature and name of staff member	
Signature of SO and date of receipt	
Actions taken by SO	

When completed please send this form to Filio Margaritidi, Deputy Safeguarding Officer, HR Department.

Diotimas' **Internal Safeguarding/SEA mechanism** is presented below:

Focal Points	Name	Mandate	Conduct details
National SEA Focal Point (NFP)/ Safeguarding Representative	Legal Representative: Maria Liapi	<p>The NFP has the overall overview of SEA allegations or incidences reaching Diotima services in all locations, according to the principles of protection and confidentiality and in line with the endorsed National SoPs on GBV and PSEA. Such incidences or allegations are those referred to Diotima GBV case management teams disclosing an GBV incident that the alleged perpetrator is a field employee, a public servant or volunteer. In particular, the NFP is responsible for the following:</p> <ul style="list-style-type: none"> • Provide training on SEA to the Regional SEA Focal points • Receiving reports on SEA allegations or incidences from Diotima’s Regional SEA Focal Points. • Reporting any SEA incident or allegation to UNHCR, if the alleged perpetrator is a staff member of UNHCR or affiliate partner. • Reporting any SEA incident or allegation to the national focal point of the organization on which the alleged perpetrator is working for. • Guiding and following up with the case management process of the SEA survivor in direct cooperation with the case manager handling the case. • Responding and coordinating any requests that are part of the investigation process of each report including interviewing staff members, providing information to investigation actor etc. 	m_liapi@otenet.gr Phone number: 210-3244380

<p>Regional Safeguarding Officers (SO)/SEA Focal Points Case management supervisors</p>	<p>Athens: Dimitra Antonopoulou Lesvos : Alexandra Moustaki Zei</p>	<p>Regional SEA Focal Points are the GBV case management supervisors by location. The Regional SEA Focal Point is responsible for the following:</p> <ul style="list-style-type: none"> • Providing training and increase awareness on SEA to the GBV case management team members • Reporting SEA incidences or allegations to the SEA National Focal Point • Guiding, supervising and following up with the SEA case management • In cooperation with the National SEA Focal Point, deciding on WHO to report to (e.g. inter-organizational reporting or reporting to authorities) and WHAT to report aiming on “do not harm”. • Keep track of numbers of incidents reported to the National SEA Focal Point; <p>In the occasion that an GBV case is disclosing an incident or allegation on SEA, the case manager should report to the Regional SEA Focal point, always prioritizing survivor’s safety and security. In cases that any Diotima team member identifies a PSEA incidence that is not an GBV case of the program should report this to the Regional SEA FP coping the National SEA FP. If the Regional FP is involved in that incidence the staff members should report the incident or allegation to the National FP or to the UNHCR FP or to the police.</p>	<p>antonopoulou.diotima@gmail.com Phone number: 2108816405 Email: moustaki.diotima@gmail.com Phone number: 22510 24730</p>
<p>Regional Safeguarding Officers (SO)/SEA Focal Points Regional Coordinators</p>	<p>Thessaloniki : Villy Chatzigianni Samos :Konstantina Papastefanaki</p>	<ul style="list-style-type: none"> • Increase awareness of the PSEA SoPs and reporting mechanism to the team members and the PoCs through group sessions and trainings • Provide input to the National Focal Point on the challenges and gaps of the existing SoPs so as to improve the reporting mechanism and optimize the case management. 	<p>chatzigianni.diotima@gmail.com konstantina.diotima@gmail.com</p>
<p>All locations</p>	<p>Case managers and lawyers</p>	<ul style="list-style-type: none"> • Brief PoCs on what SEA is, and on their rights upon a SEA incident, including the PSEA national mechanism 	

		<ul style="list-style-type: none"> • Report incidents, concerns, suspicions, and complaints directly to their Regional or National SEA focal points; • Provide PSS and case management to the SEA survivor (GBV case managers) and legal aid (lawyers) • Contribute to the investigations of reported incidents as requested by the investigating authority 	
All locations	Staff Members	<ul style="list-style-type: none"> • Sign Code of Conduct and Code of PSEA • Know the rules – see key documents (national SoPs and reporting mechanism, internal policies, Diotima’s code of conduct). • Know the organization’s PSEA Focal Point – if you don’t, you can ask your human resources office. • Participate in an awareness raising session on PSEA 	
Tools	Responsible	Description	
Code of conduct (CoC) and Code of PSEA	HR department	Ensure that staff has signed the Code of Conduct and Code of Psea Increase awareness on the CoC and CoP through on-boarding training sessions and yearly refreshers	
Training to staff	Regional SEA focal points National SEA focal point	<ul style="list-style-type: none"> • Introduce the main concepts and principles related with PSEA • Present the national mechanism and the internal policy (internal reporting mechanism) • Build capacity to the staff and familiarize the case managers with the process and the particularities of the case management of a SEA case. 	
National SoPs and internal policies	Safeguarding Representative (SR)/Deputy Safeguarding Officer	<p>The Safeguarding Representative (SR) will:</p> <p>Be responsible for ensuring Diotimas’ Safeguarding policy and procedures are regularly reviewed and kept up-to-date.</p> <p>Promote the importance of safeguarding across the organization</p> <p>Manage allegations or concerns about abuse against Diotimas’ staff</p> <p>Ensure mechanisms are in place to communicate and raise awareness about safeguarding issues.</p> <p>Keep senior managers up to date on safeguarding issues, providing reports and monitoring information on a quarterly basis</p> <p>Co-ordinate the Safeguarding Officers Network (SON) ensuring that there are sufficient trained SOs in place across the organisation and that the network meets quarterly to review safeguarding issues and share good practice.</p> <p>Ensure the SO network receive appropriate training and have oversight of basic safeguarding training for the organisation. Ensure incidents are dealt with and reported appropriately</p> <p>The Deputy Safeguarding Officer (DSO) will:</p>	

		<p>Act as first point of contact for all staff, contractors, internes and volunteers for advice if they are concerned about the safety and welfare of a survivor/beneficiary or any misconduct/maltreatment from a staff member</p> <p>Referring incidents to the Safeguarding Representative (SR) so they can be reported to the BoD of Diotima if this is deemed appropriate</p> <p>Keep accurate records of safeguarding concerns and actions taken and then ensuring that a report of any incident that is reported is then forwarded to the SR using the relevant safeguarding forms</p> <p>Be familiar with all aspects of Diotimas' Safeguarding policy and procedures</p> <p>Ensure that staff in their departments are aware of the Safeguarding policy and procedures and how to proceed if they have a concern about a survivor/beneficiary or any misconduct/maltreatment from a staff member</p> <p>Participate as a member of the Safeguarding Officers Network (SON) consisting of safeguarding officers/SEA focal points per location, which meets quarterly to share good practice and learning and review the Safeguarding policies and procedures of the Centre Diotima</p> <p>Support staff/volunteers/internes after they have shared their concerns about a beneficiary or for another staff member</p> <p>Contribute to the review and update of the safeguarding policy</p> <p>Collect monitoring data on all safeguarding concerns raised, their management and outcome in order to check compliance and note any lessons learnt</p> <p>Evaluate the effectiveness of safeguarding within the Organisation and ensure records of any concerns reported are maintained and stored securely.</p>
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Contact list for global investigation and SEA reporting

This list is an inter-agency tool to facilitate SEA complaint referrals between agencies. PSEA Focal Points should additionally be familiar with their agency's detailed procedures for referring complaints internally.

Agency	Name of Unit	Contact
IMC	SEA Case Team	Email 1: seafocalpoint@InternationalMedicalCorps.org Email 2: seareport@InternationalMedicalCorps.org Phone: +1 (310) 826-7800, Fax: +1 (310) 453-3914
IOM	Ethics and Conduct Office	Email: Ethics&ConductOffice@iom.int
IRC	Reporting Hotline EthicsPoint (3 rd party mechanism for reporting anonymously and confidentially)	Hotline: integrity@rescue.org Website: www.ethicspoint.com Phone: +1 (866) 654-6461 (toll-free in the United States) Phone: +1 (503) 352-8177 (collect call outside the United States)
OCHA	OIOS Hotline	Website: https://oios.un.org/page?slug=reporting-wrongdoing Email: investigationsoios@un.org
OHCHR	Thematic Engagement, Special Procedures and Right to Development Division	Email: phicks@ohchr.org Email: investigationsoios@un.org Phone: +41 22 917 1234 (general switchboard)
UNHCR	Inspector General's Office	Email: inspector@unhcr.org Website: http://www.unhcr.org/igo-complaints.html Hotline: +41 22 739 8844 Fax: +41 22 739 7380 Post: 94 Rue de Montbrillant, 1202 Geneva-CH
UNICEF	Office of Internal Audit and Investigations (OIAI)	Email: integrity1@unicef.org Post: Director Office of Internal Audit and Investigation (OIAI) Investigation Section, United Nations Children's Fund, Three United Nations Plaza, New York, New York 10017, United States of America

Contact list of PSEA focal points (and alternates) in Greece (needs to be updated)

Partner	Name		Title	E-mail	Telephone number
Solidarity Now	Ioanna Lagoumintzi		Protection Service Coordinator	ilagoumintzi@solidaritynow.org	6946230021
Network for Children's Rights					
IOM	Maggie Andromachi Lazaridi		Project Officer and Focal Point for THB, Gender and Migration Law	alazaridi@iom.int	6955060641
ARSIS					
IRC, Hellas	Lina Kiamou		Senior Human Resources Manager	Lina.Kiamou@rescue.org	6957832284
DIOTIMA	Maria Liapi		Legal Representative	m_liapi@otenet.gr	2103244380
Melissa Network	Giota Metheniti Natassa Vourtsi		GBV Focal Points	p.metheniti@gmail.com nvourtsi.melissa.mwnetwork@gmail.com	2108218486
ADDMA					
UNICEF	Antigoni Angelaki		Child Protection Specialist	aangelaki@unicef.org	6943750290
NOSTOS					

METAdrasi					
PRAKSIS					
IFRC	Anna Douligeri Eleni Konidari			anna.douligeri@ifrc.org eleni.konidari@ifrc.org	6984628191
DRC	Petra Samways			petra.samways@drc-greece.org	
CRS	Despina Samiotaki			despoina.samiotaki@crs.org	693 224 0314
UNHCR	Individual complaints on alleged incidents can be also sent directly to GREATBO@unhcr.org				
	Miriam Aertker		Protection Officer (CB)	aertker@unhcr.org	
	Georgia Arapidou		Protection Associate	arapidou@unhcr.org	
Office of Inspector General of Public Administration			General Inspector of Public Administration	info@gedd.gr To submit a report: https://www.gedd.gr/index.php?action=report (English) https://www.gedd.gr/index.php?action=report (Greek)	