

Guideline of Safeguarding Complaint Mechanism under the “Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) Policy” of UCEP Bangladesh for UCEP Webpage release

UCEP Bangladesh is committed to a zero-tolerance stance on any form of sexual harassment. As it is important to eradicate of such behavior from UCEP Bangladesh, every staff, beneficiaries and stakeholders has their own responsibility to create safe, open, respectful and inclusive working environments, where sexual harassment does not occur, and is dealt with decisively if it does.

Keeping with this mind, this Safeguarding Complaint Mechanism (Reporting Procedure) is summarized based on “Prevention of Sexual Exploitation and Abuse (PSEA) and Prevention of Sexual Harassment (PSH)” Policy of UCEP Bangladesh for UCEP Webpage release. This policy mainly addresses and manage complaints related to sexual exploitation, abuse, and harassment.

This Policy draws on the definition provided in the High Court Division Guidelines to signify Sexual Harassment. According to the policy, UCEP Bangladesh has constituted a “Safeguarding Committee to safeguard against sexual abuse and harassment”.

In this policy, the mechanism emphasizes the importance of a safe reporting environment, accountability, and preventing retaliation.

1. Reporting:

UCEP Bangladesh has created a reporting system for abuse (and other violations) with several channels that complement each other. These channels are known throughout the Social Development programs (SDP) and Social Enterprises Development (SED). Regular campaigns ensure continued awareness. The first channel is line management. Line managers within UCEP Bangladesh are aware that they have to intervene to stop abuse and that they have to report all cases upward through the line. Cases of suspected abuse reported up through the line are always followed up. The second channel makes it possible to bypass management and reach the Safeguarding Committee directly. The channel operates both a dedicated 24/7 phone number and a dedicated email. Through this channel the identity of the complainant can be protected. Cases of violations reported through this channel are always followed up. The third channel is a whistleblower channel. All channels are used regularly. This shows that they are known, accessible and trusted.

However, according to the PSEAH policy, complaints may be reported through various channels, including:

- ✓ Safeguarding Committee (Head Office/Regional Level)
- ✓ Executive Director (ED)
- ✓ Chairperson, Board of Governors (BoG)
- ✓ Any member of the Board
- ✓ Complaint box, direct mail, letter, or verbally

Oral complaints should be documented in writing (Appendix-A) and signed by the complainant. Complainants are encouraged to report promptly after an incident occurs. Delay with justified grounds will not prevent the organization from taking action.

A friend or member of the family may also file a complaint on behalf of the aggrieved person. S/he will file the complaint directly in writing (email, letter) or orally (in person or over phone) for necessary action.

Email	letter	Hotline number
safeguarding@ucepbd.org	Member, Safeguarding Committee UCEP Bangladesh Plot – 2 & 3, Mirpur -2 Dhaka 1216, Bangladesh	Member Secretary, Safeguarding Committee Mobile # 88-01404 455924

Any staff or relevant stakeholder of UCEP Bangladesh can invoke this Policy against another (or more than one) staff and/or relevant stakeholder(s) in the event the latter commits an act of sexual harassment in or outside the office premises during or in the course of employment/involvement with UCEP Bangladesh.

2. Community Based Complaints Mechanisms (CBCM): This mechanism blends formal and informal community structures to facilitate safe reporting. Consent for assistance and information sharing must be freely given.

2.1 Investigation Process: Key steps in the investigation process include:

- a. Providing the alleged offender with a copy of the complaint
- b. Disclosing the nature of the complaint to the alleged offender
- c. Interviewing witnesses and collecting relevant evidence
- d. Reviewing findings with complainant and alleged offender

2.2 Investigation Report

The Safeguarding Committee will provide the Executive Director with the investigation report within 30 days. Within 48 hours, the report is shared with BoG Chairperson and Ombudsperson (if involved).

3. Resolution:

3.1. If no exploitation, abuse, or harassment is found, the complainant is informed.

If the Authority determines that sexual exploitation or abuse or harassment has occurred, proper disciplinary action will be taken according to this policy.

3.2. Upon receiving the decision from the Executive Director, the Safeguarding Committee or Sr./Specialist, Social Inclusion shall communicate the decision to the complainant and the accused. In all cases the action will be shared with the Chairperson of BoG and the Ombudsperson (if Ombudsperson is involved).

3.3. False accusations will be documented, and appropriate disciplinary action will be taken against the complainant.

4. Record Keeping: The Safeguarding Committee maintains confidential records of complaints, investigations, and resolutions. A copy of the documentation will be provided to the Director of People and Administrations/Manager, HRD&M.

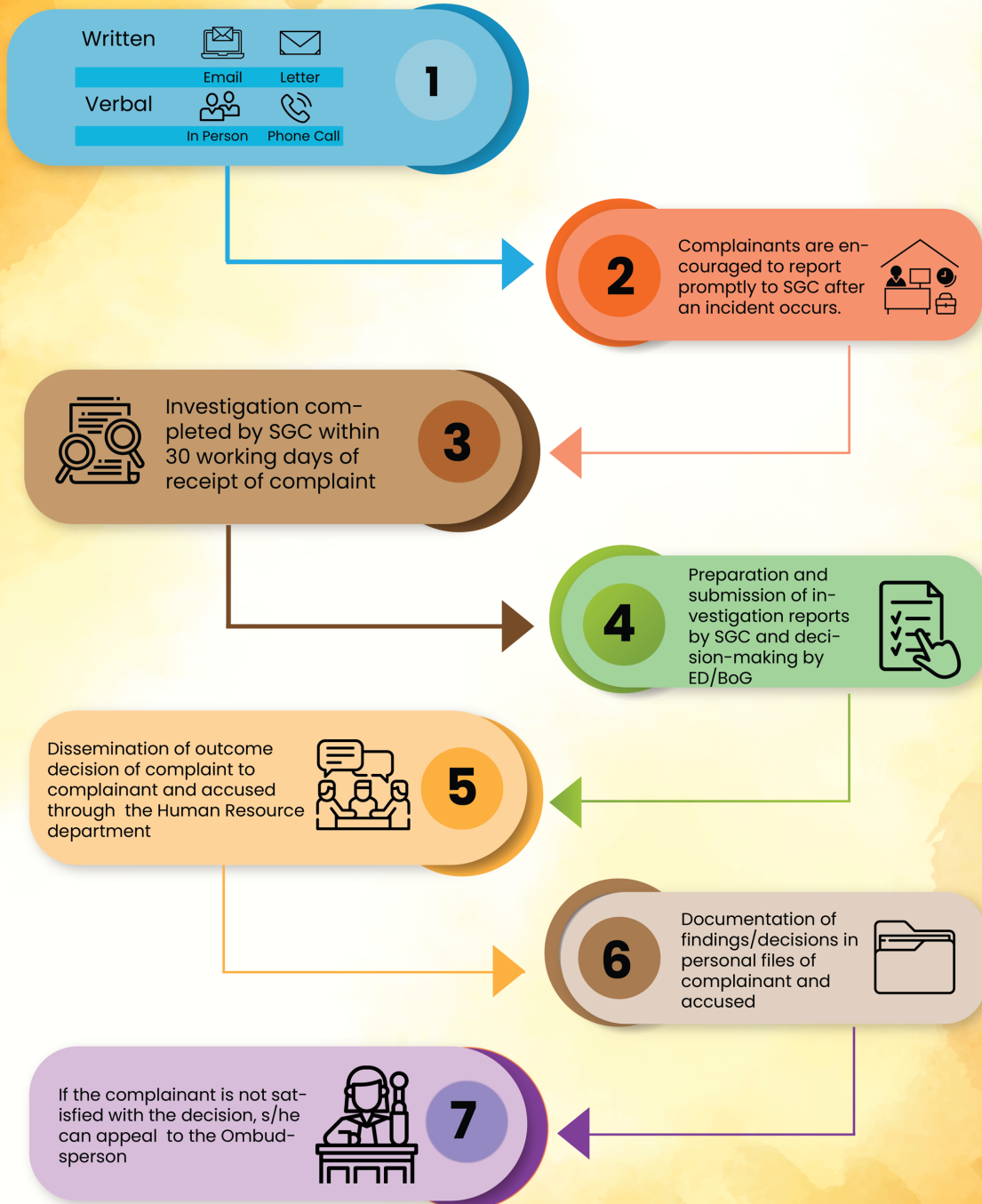
5. Prohibited Retaliation: UCEP Bangladesh maintains a zero-tolerance policy against retaliation for those involved in reporting or assisting in complaints. Retaliation is investigated and prevented.

This mechanism underscores UCEP Bangladesh's commitment to ensuring a safe and accountable environment for all individuals, focusing on prompt action, confidentiality, and preventing any form of retribution.

WORKPLACE SEXUAL HARASSMENT COMPLAINTS AND REDRESS PROCESSES



Complaint against Sexual Harassment



***SGC: Safeguarding Committee**