



Islamic Relief Worldwide

Safeguarding Policy

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ISLAMIC RELIEF WORLDWIDE

SAFEGUARDING POLICY

1. GLOSSARY

This glossary has been adapted from CHS Alliance and Islamic Relief's internal policies.

Safeguarding: the responsibility that organisations have to make sure their staff, operations, and programmes do no harm to children, young people and people at risk, and that they do not expose them to the risk of violence, abuse and exploitation.

Child protection: Child protection is the prevention of and response to abuse, neglect, exploitation and violence against children (and refers to a subset of children's rights). It also describes the work being undertaken to strengthen laws, policies and systems that are designed to protect children.¹

PSEA: Protection from Sexual Exploitation and Abuse is a term used by the UN and NGO community to refer to measures taken to protect children, young people and vulnerable people from sexual exploitation and abuse by their own staff, representatives and associated personnel.

Child: an individual below the age of 18²

People at Risk: is someone who has needs for care and support. Who is experiencing or at risk of abuse or neglect and as a result of care

needs, therefore unable to protect themselves.

Young people: A young person is defined as an individual between the ages of 15 and 24 years.

Beneficiary: someone in receipt of assistance. Alternatively referred to as a member of the affected population, person we seek to assist, person affected by crisis or rights holders.

Code of Conduct: Code of conduct/behaviour is an agreement on rules of behaviour for a group or organisation. Islamic Relief has its own internal Code of Conduct that applies to all staff members and a failure to adhere to the Code of Conduct can result in disciplinary measures.

Survivor or victim: the person who is, or has been, exploited, sexually or otherwise, harmed, victimised, harassed or abused in any way. The term 'survivor' implies strength, resilience and the capacity to survive. This document mostly uses the term 'victim', to mean the victim of the alleged perpetrator's actions. However this is not intended to negate that person's dignity and agency as an individual.

Complainant: an individual making a complaint. This could include a survivor of

¹ Adapted from Keeping Children Safe and Child Protection Working Group

² UN Convention on the Rights of the Child.

sexual exploitation, abuse and harm or someone becoming aware of wrongdoing.

Safeguarding Complaint: a specific concern raised by someone who have themselves witnessed or experienced a failure by Islamic Relief or its representatives to meet its values, Code of Conduct or organisational policies and/or been alerted to such malpractice by others.

Complaint mechanism or procedure:

Processes which allow and encourage individuals to report Complaints concerns which breach Islamic Relief's policies or code of conduct. This mechanisms may include, suggestion boxes, whistleblowing policies and designated focal points (see IR complaints procedures).

Case management: following the appropriate policies and procedures to determine the outcome of a report or an investigation on sexual exploitation and abuse of all forms.

Confidentiality: restricted access to and dissemination of information. Confidentiality

helps create an enabling environment in which witnesses and staff are more willing to recount their versions of events and builds trust in the system and in the organisation.

Feedback: the information sent to an entity (individual or a group) about its prior behaviour so that the entity may adjust, develop or maintain its current and future behaviour to achieve the desired result.

Focal point: a designated person locally (at country office level) and globally (at Islamic Relief Worldwide's International office in Birmingham who is responsible for supporting management in implementing the Safeguarding Policy, as well as receiving and managing safeguarding concerns and complaints.

Whistleblowing: an organisational policy which aides and supports staff members to report concerns or suspicions of misconduct by colleagues.

2. ISLAMIC RELIEF SAFEGUARDING INTRODUCTION

Islamic Relief is a faith inspired organisation committed to professionalism and the highest standards of excellence in the protection, health and wellbeing of our beneficiaries. Our actions are inspired and grounded by our Islamic values: excellence, sincerity, social justice, compassion and custodianship which hold us responsible for ensuring children, young people and people at risk are protected against all forms of harm and abuse including and in particular violence, sexual exploitation and abuse. Islamic relief is also responsible to ensure staff and volunteers are protected against the risk of harm and abuse.

Islamic Relief believes everyone has the right to be safe, respected and valued regardless of who they are or their circumstances. A key tenet of our values is to ensure that staff, volunteers, our operations and programmes 'do no harm' to children, young people and people at risk including risk of discrimination. Any concerns Islamic Relief staff or representatives have regarding their safety or the safety of children, young people and people at risk should be reported using our various complaints mechanisms or procedures Islamic Relief have in place.

This policy is designed to inform, guide and direct staff and representatives of Islamic Relief's safeguarding policy which has been designed to create a safe, protective and a conducive

environment for a culture of safeguarding across all levels of the organisation. It is mandatory for all those representing Islamic Relief locally, nationally and globally to understand, implement and adhere to all the guidelines outlined in this document and other related policies which form part of the safeguarding framework such Prevention of Sexual Exploitation and Abuse and Child Safeguarding.

2.1 SAFEGUARDING PRINCIPLES

Islamic Relief commits itself to the following principles³ in its approach to safeguarding Islamic relief staff, representatives, children, young people and people at risk. All Islamic Relief staff and representatives must uphold the following principles:

- **Empowerment:** People being supported and encouraged to make their own decisions and informed consent.
- **Protection:** Support and representation for those in greatest need.
- **Prevention:** It is better to take action before harm occurs.
- **Proportionality:** A proportional and least intrusive response appropriate to the risk presented.
- **Partnership:** Local solutions through services working with communities.
- **Accountability:** Accountability and transparency embedded in safeguarding practices.

2.2 SAFEGUARDING: DEFINITIONS OF ABUSE

Abuse can take many different forms exposing people of all ages and abilities to the risk of harm by an Islamic Relief staff member or representative towards those we serve or towards a colleague. The list below includes categories⁴ and indicators which must be reported it to Islamic Relief.

Physical Abuse: includes assault, hitting, slapping, punching, kicking, pushing, misuse of medication, restraint or any inappropriate physical restriction.

Sexual Abuse: is behaviour or language which includes but not limited to rape, sexual assault, inappropriate looking and touch, sexual innuendos or teasing, sexual photography, exposure of pornography, witnessing of sexual acts, indecent exposure, and sexual assault or act between non-consenting adults or have been pressured to consent.

Domestic Abuse: domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality.

Psychological Abuse: including emotional abuse is behaviour or intended actions of harm or abandonment, prevention of contact or communication, controlling, limiting accessing, humiliation, intimidation, coercion, harassment, verbal abuse and bullying.

Finance or Material Abuse: this would include theft, fraud, coercion in relation to financial affairs or arrangements inheritance or financial transactions or the misuse of misappropriation of property.

Cyber Bullying: is a form of bullying or harassment using electronic means. It is also known as online bullying. Cyber bullying is when someone bullies or harasses others on the internet, other digital spaces, via emails or

³ <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/six-safeguarding-principles.asp>

⁴ <https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>

other forms of technology. Harmful bullying behaviour can include posting rumours, threats, sexual remarks, a survivor's personal behaviour or pejorative labelled. Bullying or harassment can be identified by repeated behaviour and intent to harm.

Trafficking and Modern Slavery - The United Nations defines trafficking in people as the recruitment, transportation, transfer, harbouring or receipt of persons, by improper means (such as the use of force, coercion, abduction, fraud, deception) for an improper purpose, and may involve the giving or receiving of payments. Modern Slavery – Traffickers and slave masters use all forms of violence and abuse to coerce, deceive and force individuals into a life of abuse and inhumane treatment including forced labour, sexual and domestic servitude.

Discriminatory Abuse: involves actions or language forming harassment, slurs or similar treatment including race, gender, gender identity, age, disability, sexual orientation or religion.

Organisational Abuse: is behaviour of neglect and poor care practices within an organisation. This may range from one off incidents to ongoing ill treatment. They may be a result of poor organisational structures and implementation of policies and processes.

Neglect and Acts of Omission: this includes ignoring medical, emotional or physical needs, failure to provide access to appropriate and available health, care and support or educational services and the withholding of necessities of life such as adequate nutrition and heating.

Self-Neglect: this includes but not limited to behaviour where one neglects to care for their personal wellbeing, such as personal hygiene, health and behaviour such as unkempt appearance, living in squalid or unsanitary conditions.

2.3 ACCOUNTABILITY AND COMPLIANCE

Islamic Relief's Trustees are ultimately responsible for the safeguarding and protection of children, young people and people at risk that the organisation comes into contact with. However, this responsibility is shared at all levels within the organisational structure and safeguarding is a collective responsibility we all share.

As a collective responsibility it is mandatory to comply with all policies identified or linked to the safeguarding policy. It is compulsory for all those working for or representing Islamic Relief directly or indirectly in varying roles to read and understand this document. Anyone found to breach any policy within the safeguarding framework could be subject to disciplinary procedures and potential legal action. It's mandatory upon all to report concerns or allegations using the complaints mechanism or procedure in place.

Islamic Relief recognises that the local legislation in some countries of operations may vary, however our safeguarding framework identify minimum standards that may exceed the requirements of local laws but must be adhered to where they do not conflict with local law. We recognise that states have the primary responsibility of protecting the human rights of all persons within their territories.

In addition, and as part of our ongoing commitment to strengthen safeguards, IRW has a robust and rigorous recruitment procedure that seeks to screen out people who may pose a risk to staff, volunteers, representatives or those we serve. IRW is also part of the Inter-Agency Misconduct Disclosure Scheme⁵. This Scheme was launched in January 2019 to address the specific problem of known

⁵ <https://www.schr.info/the-misconduct-disclosure-scheme>

sexual abusers moving within and between different humanitarian and development agencies. The Scheme consists of two main commitments:

- A commitment to *systematically* check with previous employers about any SEA issues relating to potential new hires
- A commitment to *respond systematically* to such checks from others.

3. ISLAMIC RELIEF'S SAFEGUARDING FRAMEWORK

Islamic Relief considers the welfare and protection of children, young people and people at risk to be paramount to the organisation. With a zero tolerance approach Islamic Relief is committed to responding swiftly, appropriately and constructively to any and all information children, young people and people at risk have disclosed. The nature and extent of any particular safeguarding approach should be determined by, and proportionate to, the risk inherent in operations, programmes and activities engaged by Islamic Relief.

This safeguarding policy sets out the Safeguarding framework which Islamic Relief Worldwide has in place to make sure the organisation has a holistic and systematic approach to safeguarding throughout all levels of the organisational structure and towards those we serve. The safeguarding framework builds on the key learning from policies addressing safeguarding needs.

A crucial component of safeguarding is the mandatory training of all Islamic Relief staff and representatives on safeguarding and related policies.

3.1 CHILD SAFEGUARDING

Islamic Relief's Child Safeguarding Policy aims to address child protection through a number of ways. The policy document provides an introduction to protection and safeguarding of children, highlights the methods through which children are protected against abuse, and provides the tools for equipping staff to deal with issues of child safeguarding. It states IR's commitment to protecting children, and outlines a set of processes and procedures that the organisation and all associated staff and members have to put in place in order to comply with this commitment. There is also a section which provides guidance to engage communities and staff through a faith sensitive approach. Policy document is available on the link below.

3.2 PEOPLE AT RISK

Vulnerable adult's policy is to safeguard individuals of all abilities within the organisation and those we serve who are at risk from violence, abuse, neglect and sexual exploitation. Adhering to the leave no one behind agenda it is critical to create a protective environment which supports vulnerable adult's to make safe choices and have control over how they choose to live safely. Islamic Relief understands the importance safety and wellbeing of all but providing additional measures to protect those at risk.

3.3 PSEA

Restoring and protecting dignity is central in Islamic Relief's humanitarian and development work. The organisation takes protection concerns very seriously and conducts diligent investigations of all complaints raised and takes disciplinary action under its grievance and complaints policy. Our PSEA Policy relates to

complaints of sexual exploitation⁶ and abuse involving staff and representatives. As Islamic Relief are certified members of the Core Humanitarian Standard (CHS) Alliance and as such we have adopted the CHS PSEA framework⁷ to reflect our specific needs. For further information please follow the link provided below.

*<https://www.chsalliance.org/what-we-do/psea/psea-handbook>

3.4 DIGNITY AT WORK

Islamic Relief Worldwide is committed to create and maintain a culture whereby all staff have the right to be treated with dignity, respect and have equality of opportunity. IRW's values, which are inspired by the Islamic faith, and the trust and responsibility invested in us by our donors and supporters, require us to work to the highest of moral and ethical standards. We have to act as role models through our actions and behaviour and the Dignity at Work Policy sets out these expectations. Harassment, bullying and victimisation are, in the eyes of the law, forms of discrimination and as such unlawful. The purpose of the policy is to outline the framework in which this will be achieved and also to describe how instances of harassment and bullying in the workplace will be addressed and dealt with by the Organisation.

3.5 WHISTLEBLOWING

Islamic Relief wants to ensure we have safe and confidential approaches for staff to raise their concerns. A Whistleblowing line is in place to support whistle-blowers to make disclosures which are protected by the Public Interest Disclosure Act 1998. The Act gives legal protection to workers who disclose certain serious concerns which qualify as being in the public interest. The organisation has put in place a Whistleblowing Policy to ensure that all staff feel able to raise concerns confidentially and even anonymously if they are a matter of public interest.

3.6 TRAINING

Islamic Relief staff and representatives are required to attend mandatory safeguarding training before having direct or indirect contact with child, young people and people at risk. If a role involves direct contact with people of all ages and abilities a comprehensive training on all related policies is required.

4. ISLAMIC RELIEF'S SAFEGUARDING ROLES AND RESPONSIBILITY

Islamic Relief will commit to ensuring all those who work with children, young people and people at risk directly or indirectly will be given mandatory safeguarding training. This will be proportionate to their roles and responsibilities.

4.1. TRUSTEES

Islamic Relief recognises in line with Charity Commission guidelines that trustees are responsible for ensuring our beneficiaries and staff are not intentionally or unintentionally harmed through our actions. Trustees have a legal duty to ensure the organisation takes all reasonable action within their power to ensure this does not happen.

⁶ As per the UN Secretary General's bulletin (ST/SGB/2003/13), Sexual Exploitation is defined as the abuse of a position of vulnerability, differential power, or trust for sexual purposes; this includes profiting monetarily, socially or politically from the sexual exploitation of another. Sexual abuse is defined as the actual or threatened physical intrusion of a sexual nature, including inappropriate touching, by force or under unequal or coercive conditions

⁷ <https://www.chsalliance.org/what-we-do/psea/psea-handbook>

These responsibilities are outlined but not limited to steps taken to prevent all forms of violence, sexual exploitation, and abuse:

- To have primary responsibility for safeguarding in the organisation
- To ensure the organisation and their actions are in the best interest of staff, children, young people and people at risk
- Ensure a robust safeguarding framework is in place and effective
- To monitor and review safeguarding policies
- To ensure the organisation responds appropriately to allegation of violence, sexual exploitation and abuse
- Designate a trustee lead to take leadership responsibility for the organisation's safeguarding arrangements.

4.2. GLOBAL SAFEGUARDING LEAD

- Point a contact(focal point) for staff and volunteers to go to for advice regarding safeguarding
- Senior member of staff to oversee implementation of safeguarding and child protection across the organisation
- To refer cases of abuse and violence to the local authorities
- Responsible for the safeguarding framework
- To test and review procedures
- Ensure staff structures and training are in place to fulfil safeguarding responsibilities
- Ensure safeguarding is upheld as a priority at all levels within the organisation, including senior management and board of trustees
- Ensure complaints mechanisms and procedures are in place to determine allegations of wrongdoing by staff and volunteers
- Secure processes to report and record concerns of safeguarding
- Advocate for resources and support to fulfil organisational safeguarding responsibilities

4.3 SENIOR MANAGEMENT TEAM, COUNTRY DIRECTORS

- Responsible for the implementation of the Safeguarding Policy globally
- Make resources available to fulfil organisational commitment to safeguarding
- Promoting a culture of safeguarding at all levels and in all programmes and activities
- Champion safeguarding as a key component in all decision making processes
- Safeguarding practices are reviewed and maintained across the organisation at all levels
- Responsible for the operational management of allegations and disclosure

4.4 HEADS OF DEPARTMENTS AND MANAGERS

- Ensure reporting staff are aware of their role and responsibility under the safeguarding policy
- Ensure safe recruitment process in line with HR processes
- Ensure all representatives receive safeguarding orientation and training as a mandatory part of inductions
- Ensure safeguarding policy is implemented globally within country offices
- Support reporting staff to access and utilise safeguarding reporting procedures

4.5 COORDINATORS, OFFICERS, SUPPORT STAFF, ALL STAFF

- Comply fully with the organisation's safeguarding policy and procedure
- Attend appropriate training

- Remain vigilant for signs of abuse and violence
- Promote the wellbeing and condition for healthy growth and development for all
- Inform designated focal point of any concern

4.6 VOLUNTEERS

- Trained and inducted to appropriate level
- Aware of reporting structures, how to elevate a concern and to whom
- Appropriate recruitment and screening for role

5. SAFEGUARDING: CODE OF CONDUCT

Islamic Relief has zero tolerance towards all forms of violence, sexual exploitation and abuse. Representatives of Islamic Relief working directly or indirectly with children, young people and people at risk must follow Islamic Relief's code of conduct. These codes also apply to staff and their conduct towards each other and those we serve.

Islamic Relief representatives **must**:

- Representatives must treat staff, children, young people and people at risk with respect, recognising their right to personal privacy;
- Staff must not make racist or sexist remarks towards anyone. Inappropriate physical contact is prohibited;
- Representatives of Islamic relief must not spend time alone with children, young people and people at risk. They must plan activities so that more than one person is present, or at the very least, other people are within sight and hearing;
- Staff and representatives of Islamic Relief must not stay overnight in the same room with children, young people and people at risk;
- Always take concern of harassment, sexual exploitation, violence or abuse issues seriously;
- All disciplinary measures/sanctions must be non-violent and must not humiliate staff, children, young people and people at risk;
- Staff and representatives must not take images of children, young people and people at risk which are detrimental or explicit and undermine their dignity. Refer to child safeguarding policy or communication guidelines;
- They must not rely on just their good name to protect themselves, and must not put themselves in positions where they could be falsely accused of something by anyone;
- Sexual exploitation and abuse by Islamic Relief staff constitute acts of gross misconduct and are therefore grounds for the termination of employment;
- Any type of relationship, including sexual relationship, between Islamic Relief staff and children, young people, people at risk or beneficiaries are strictly prohibited, since they are based on inherently unequal power dynamics; such relationships would undermine the integrity of work to help vulnerable and excluded children and would be classed as gross misconduct.
- Where an Islamic Relief staff member develops concerns or suspicions regarding sexual abuse or exploitation by a colleague, whether in Islamic Relief or not, they must report such concerns to the country director and the global safeguarding focal point.

6. COMMUNICATION ON SAFEGUARDING

When using images, videos or any other form of communication; staff and those representing Islamic Relief should respect the dignity and consider the rights, safety and wellbeing of those being portrayed. Refer to IR's communication policy for further information.

- Always put the best interests and safety of the individual(s) and explain the likely use of the communication material collected, inform them that they are in no way obliged to participate, and explicitly request their consent to participate.
- Consider if the child, young person or adult at risk is comfortable with taking part – remember they have a right to privacy. Subjects have a right to withhold consent if they do not wish to be involved and their decision will be respected at all times.
- Always seek permission from the community/site you are visiting to take media materials and explain its purpose and use – children, young people and people at risk should have an option not to take part (for example by meeting community leaders, or project staff explaining to community in advance, etc.)
- Always seek consent when taking photographs or video footage of individual children, young people and people at risk or small groups from parent or guardian.
- Gain consent when taking and using individual photographs, videos and case studies for publicity, fundraising and awareness-raising. Consent should be sought from parents or those with parental responsibility, or from the child, young person or vulnerable adult directly when they are of sufficient age and understanding and able to give consent.
- Never publish full name, contact or location details, or any information that could lead to identifying a child, young persons or person at risk. Where names have been changed, state that the name has been changed and withhold.
- Portrayals of children, young people and people at risk must be accurate and balanced, recognising their right to personal privacy and dignity. Do not manipulate the subject in a way which distorts the reality of the situation.
- Special consideration will be given to communication material depicting children, young people and people at risk with disabilities, refugees and those in situations of conflict and disasters, to accurately portray context and maintain dignity.
- Where the risk of harm and stigma is high, take mitigating steps; for example, by concealing faces, using pseudonyms and vague geographical locations, and by non-disclosure of personal information (for example HIV status).
- All children, young people and people at risk must be appropriately dressed according to their country of origin. In countries where children wear few items of clothing, be particularly careful about the images you take.

7. RESPONDING TO SAFEGUARDING CONCERNS

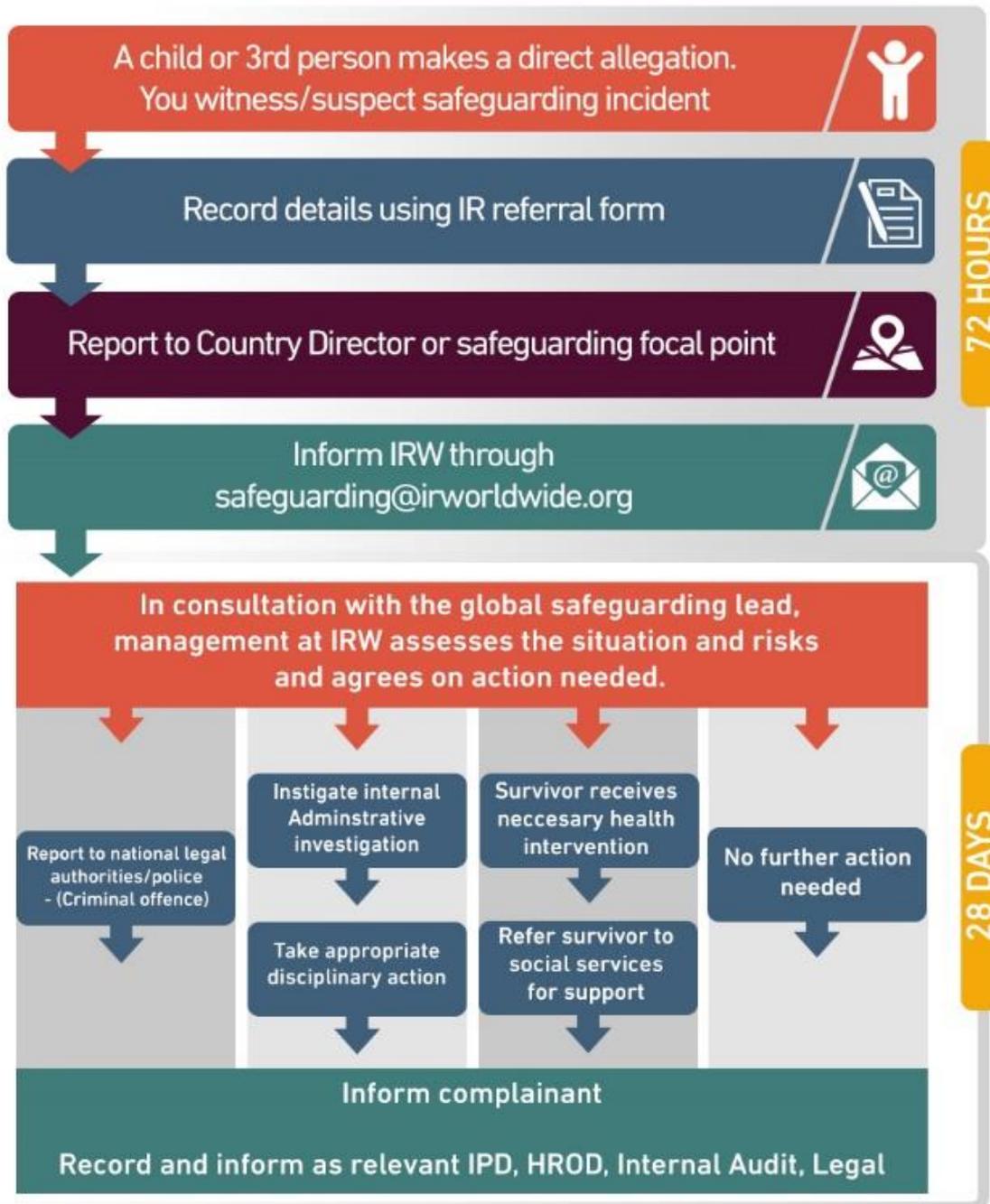
Safeguarding is not just about responding to specific allegations or incidents, it is also about the suitability of staff to work with children, young people and people at risk. The Islamic Relief field office will respond immediately to any concern that a staff member may not be suitable for such work.

7.1 GENERAL PROCEDURES TO BE FOLLOWED IN ALL CASES

- When a child, young person or people at risk alleges sexual exploitation or abuse, or a staff member becomes suspicious, write down what the complainant said or the details observed such as marks and behaviour, noting names of people involved, dates, times, places and witnesses using the designated template (appendix 1). This should be done whilst the information is fresh in the staff member's mind. Write down exactly what the complainant says, as an accurate statement of the facts is required, not what you think they meant.
- Report the matter immediately to the country director and/or local safeguarding focal point who should report the matter to IRW through the general safeguarding email: Safeguarding@irworldwide.org. Global safeguarding lead will be engaged within 24h maximum.
- The global safeguarding lead together with the complaints administrator will agree a process and who needs to be informed to protect the individual from any further or new risk in cooperation with the Director of International Programme Division and Human Resources– ensuring strict confidentiality. Together they will agree on the necessary steps that need to be taken (which could include conducting an internal investigation or reporting the matter to relevant authorities).
- The only exception to this reporting procedure is where the subject of complaint is a senior member of staff part of the reporting process, whereupon they should be bypassed in the reporting process immediately (report directly to local safeguarding focal point or directly to global safeguarding lead in IRW as appropriate, who can be contacted at any point).
- If sexual exploitation or abuse is strongly indicated, an immediate safety plan (including medical attention where necessary) will be drawn up for all concerned. This is the responsibility of the country director, the global safeguarding lead and the security manager.
- This procedure stresses the best interest of the child, young person and vulnerable adult taking into account s/he is a possible victim of violence, abuse or exploitation and should be the focus at all times
- If the staff member making the complaint is not satisfied that appropriate steps have been taken, the matter can be brought up directly with the global safeguarding lead or head of governance.

8. ISLAMIC RELIEF SAFEGUARDING FLOWCHART

STANDARD COMPLAINTS FLOWCHART



Appendix 1

Name of complainant:

Ethnic origin/nationality: address/contact details:

Age:

Sex

Relationship with the victim:

Identity/passport number:

Name of victim:

Ethnic origin/nationality:

Address/contact details:

Age:

Sex:

Identity/passport number:

Name (s) and address of parents, if under 18:

Has the victim given consent to the completion of this form? Yes: No:

Date/time of incident (s):

Location of incident (s)

Physical/emotional state of victim (describe obvious signs/symptoms):

Witnesses' names/contact information:

Brief description of incident (s) (attach extra pages if necessary):

Name of the accused person (s)

Job title/organisation of accused person (s)

Address of accused person (s)

Age: Sex:

Physical description of accused person:

Have the police been contacted by anyone? Yes: No:

If yes, what happened?

If no, does the victim want police assistance, if not, why?

Has the victim been informed about available medical treatment? Yes: No:

If yes, has the victim sought medical treatment for the incident? Yes: No:

If yes, who provided treatment?

What is the diagnosis and prognosis?

What immediate security measures have been undertaken for the victim?

Who is responsible for ensuring the safety plan (name/title/organisation):

Any other pertinent information provided in interview (including contact made with other organisations, if any):

Details of referrals and advice on health, psychological, legal needs of victim made by person completing report:

Report completed by:

Name/position/organisation:

Date/time/location:

Has the complainant been informed about IR's procedures for dealing with complaints? Yes:

No:

Signature/thumb print of the complainant signalling consent for this form to be shared on a 'need to know' basis:

Date Report forwarded to CD/Safeguarding focal point,:

Date Report received by CD/ Safeguarding focal point:

Name:

Signature: