

CHILD PROTECTION POLICY



SUPPORT

(Society for Upliftment of People with People's
Organization & Rural Technology)

Administrative cum Central Coordination Office:
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Child Protection Policy – SUPPORT

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I. INTRODUCTION

SUPPORT is a non-profit, independent, and secular organization committed to promoting equality, fraternity, justice, and dignity across its operational areas. Guided by values of responsibility, accountability, impact, transparency, and inclusivity, SUPPORT recognizes children as one of the most vulnerable groups and is determined to safeguard them from all forms of abuse, exploitation, and negligence.

SUPPORT's commitment is guided by core values:

- **Responsibility** – ensuring efficient, transparent, and responsible program delivery.
- **Impact** – creating sustainable improvements for children and communities.
- **Integrity** – ensuring honesty and ethical practices.
- **Respect and Inspiration** – promoting dignity and motivating stakeholders to value children's rights.

A. Policy Statement

SUPPORT commits to respecting the highest standards in safeguarding children by:

- Encouraging prevention of harm.
- Promoting early detection of abuse or negligence.
- Setting out a clear investigation process.
- Implementing sanction mechanisms where necessary.

This policy applies to all SUPPORT staff, partners, consultants, volunteers, contractors, suppliers, governance members, and associates.

It must be read alongside SUPPORT's:

- Code of Conduct
- HR Policy
- Gender Policy
- Finance & Procurement Policy

The policy is grounded in the UN Convention on the Rights of the Child (1989), the Universal Declaration of Human Rights (1948), Indian legislation including the POCSO Act (2012), JJ Act (2015), and the Right to Education Act (2009).

B. SUPPORT's Child Protection Principles

SUPPORT will:

- Raise awareness and train all staff and partners.
- Prevent recruitment or engagement of individuals unsuitable to work with children.
- Ensure clear action in case of violations.
- Promote participation of children in programs with dignity and respect.

II. INTERPRETATION AND APPLICATION

Article 1 – Scope of Application

Applies to all SUPPORT staff, governance, consultants, interns, volunteers, partners, suppliers, contractors, donors, and beneficiaries.

Article 2 – Definitions

Child: Any person below 18 years of age.

Child abuse: Includes physical, emotional, sexual abuse, exploitation, neglect, child labour, early marriage, and online exploitation.

SUPPORT Staff: Any person employed or associated with SUPPORT in any role.

Stakeholders: Individuals or groups who contribute to, participate in, or benefit from SUPPORT's activities.

Implementing Partners / Suppliers / Consultants: Entities engaged with SUPPORT under contract or agreement.

Article 3 – Information and Adherence to the Policy

All staff and associates must:

Acknowledge having read and understood the policy.

Commit to compliance as part of their contract.

Ensure awareness among teams they supervise.



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Article 4 – Purpose of the Policy

Establish safeguarding mechanisms.
Ensure rules for prevention and response to child abuse are respected.
Inform stakeholders about expected conduct

II. INTERPRETATION AND APPLICATION

Article 1 – Scope of Application

1. The policy applies to all SUPPORT staff and governance members.
2. The provision of this policy may also be applied to any person employed by an entity that carries out missions for SUPPORT.
3. In particular, this policy applies to implementing partners depending on specific clauses and conditions of the grant agreement, suppliers, sub-grantees, beneficiaries (as victims), stakeholders, consultants and other associated entities.

Article 2 – Definitions

1. **Direct contact with children:** For the purposes of this policy, being in the physical presence of a child or children in SUPPORT's work, whether occasionally or regularly, in the short or long term.
2. **Child:** For the purposes of this document, a "child" is defined as any person under 18 years of age, in accordance with the United Nations Convention on the Rights of the Child.
3. **Ill-treatment or negligence:** All forms of physical and/or psychological abuse, sexual abuse, negligence or negligent treatment, or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power. Seven subtypes, in particular, are distinguished, in accordance with the definitions adopted, inter alia, by the WHO:
 - i. **Physical abuse:** Actual or potential physical harm as a result of an interaction or lack of interaction, that is reasonably within the power of a person in a position of responsibility, power or trust. This may be a single incident or repeated acts.
 - **Sexual abuse:** any use of a child's body for sexual purposes for the pleasure of someone older than the child, regardless of the relationship between them, and even without coercion or violence.
 - **Commercial or other exploitation:** The use of a child for work or other activity in the interest of others. This includes, but is not limited to, work. These activities are harmful to the child's physical and mental health, education and spiritual, moral or emotional social development (WHO, 1999). Children in the armed forces fall into this category.
 - **Sexual exploitation:** The abuse of a position of vulnerability, differential power or trust for sexual purposes; this includes, inter alia, profiting financially, socially or politically from the sexual exploitation of a child. Prostitution and child trafficking for sexual purposes are examples.
 - **Emotional maltreatment:** Failure to provide appropriate and supportive conditions for development, including a person to whom the child can relate as a priority, allowing the child to develop a range of stable emotional and social skills consistent with his or her personal potential and the context of the society in which he or she lives. It may also include acts that cause or are very likely to cause harm to the child's physical, mental, spiritual, moral or social health or development. Such acts must reasonably be the responsibility of the parent or person exercising a relationship of responsibility, trust or power. These include restriction of movement, denigration, use of the child as a scapegoat or sufferer, threat, intimidation, discrimination, derision or any other non-physical form of hostile treatment or rejection (WHO, 1999).
 - **Negligence and negligent treatment:** The caretaker's inattention, carelessness or failure to ensure the child's development in all areas, including health, education, emotional development, nutrition, shelter and safe living conditions, within the context of reasonably adequate resources. It is also about failing to provide the child with the necessary care and protection from harm to the extent possible (WHO, 1999).



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- Child labour: Child labour includes full-time work by children under the age of 15 that prevents them from attending school (getting an education) or is hazardous to their health (International Labour Organization, Convention 138). SUPPORT applies a minimum age of 18 years. Part-time child labour is permitted from the age of 15, except for activities that could in any way impede the child's access to education or development.

4. SUPPORT Staff: Under the terms of this policy, the term "SUPPORT staff" refers to any person employed by SUPPORT and/or one of its sister organisations and/or one of the member organisations of the SUPPORT network. The interns of SUPPORT and/or one of its sister organisations and/or one of the member organisations of the SUPPORT network are considered to fall within this category, for the purposes of this policy.

5. Governance: Under the terms of this policy, the term "governance" refers to any person elected by decision making bodies to participate in the managerial and administrative bodies of SUPPORT and/or one of its sister organisations and/or one of the member organisations of the SUPPORT network. In particular, the members of boards of directors and supervisory boards are Governance members.

6. Implementing partners: Under the terms of this policy, an "implementing partner" is a partner to whom the implementation of one or more projects or activities has been delegated, and to whom a budget has been allocated for this purpose. In particular, this refers to international NGOs and/or national NGOs and/or public institutions.

7. Stakeholders: Under the terms of this policy, "stakeholders" are individuals or groups, with or without a legal personality, who directly or indirectly, voluntarily or involuntarily, contribute to, participate in or benefit, in any way, from the actions, programmes and activities of SUPPORT.

8. Associated Entities: Under the terms of this policy, "associated entities" are legal persons under private or public law who play an active role in the implementation of the project but are not responsible for managing any budget.

9. Beneficiaries: Under the terms of this policy, the term "beneficiaries" refers to any person who benefits, directly or indirectly, from SUPPORT's programmes.

10. Sub-grantee: Under the term of this policy, a "sub-grantee" is an individual or a group, with or without legal personality, who receives a budget to carry out a project or activity.

Article 3 – Information and adherence to the Policy

1. This policy is published under the authority SUPPORT. SUPPORT staff, as well as the other entities referred to in Article 1 of this policy, are required to conduct themselves in accordance with this policy and must therefore be aware of and have understood its provisions and any changes. When they are unsure of how to proceed, they should seek the advice of a competent person, notably their line manager.

2. SUPPORT staff, as well as the other entities referred to in Article 1 of this policy, who are responsible to negotiate the terms of conditions of employment of any SUPPORT staff, must ensure that staff is aware of and commits to the full respect of this policy.

3. It is the responsibility of SUPPORT staff with managerial responsibilities, as well as the other entities referred to in Article 1 of this policy, to ensure that staff under their supervision comply with this policy; and to take or propose appropriate disciplinary measures as sanction against any violations of its provisions.

4. This policy shall form part of the working conditions of SUPPORT staff and the conditions for the performance of the missions of the other entities referred to in Article 1 of this policy from the moment they certify that they have read it.

5. SUPPORT will review the provisions of this policy at regular intervals.



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Article 4 – Purpose of the Policy

The purpose of this policy is to:

1. Implement mechanisms of child protection and child ill-treatment or negligence prevention for SUPPORT staff and other entities referred to in Article 1 of this policy.
2. Specify the rules on child protection and child ill-treatment or negligence prevention that SUPPORT staff and the other entities referred to in Article 1 of this policy must observe.
3. Inform third parties of the conduct that they are entitled to expect from SUPPORT staff and the other entities referred to in Article 1 of this policy.

III. GENERAL PRINCIPLES

Article 5 – Neutrality

SUPPORT staff and the other entities referred to in Article 1 of this policy, must fulfil their duties in a neutral and apolitical manner, in accordance with the law, legitimate instructions and ethical rules relating to their roles.

Article 6 – Impartiality

In the context of their professional roles and/or their missions, SUPPORT staff and the other entities referred to in Article 1 of this policy, must act in accordance with the law and exercise their discretionary power in an impartial manner, taking into consideration only relevant circumstances into consideration.

Article 7 – Confidence of stakeholders

SUPPORT staff and the other entities referred to in Article 1 of this policy, have a duty to conduct themselves at all times in a way that reflects and upholds SUPPORT's values of integrity, impartiality and efficiency and contribute to strengthen the confidence of all stakeholders.

Article 8 – Hierarchical responsibility

SUPPORT staff report to their immediate line manager and/or the head of their functional department, unless otherwise provided for by law.

Article 9 – Confidentiality

Duly considering the stakeholders' potential right to access information, SUPPORT staff and the other entities referred to in Article 1 of this policy, must process all the information and all the documents acquired during or as part of the exercise of their duties with the necessary confidentiality.

Article 10 – Protection of privacy

All the necessary measures must be taken to ensure that the privacy of SUPPORT staff and of the other entities referred to in Article 1 of this policy, is appropriately respected; as a result, the declarations provided for this policy must remain confidential, unless otherwise provided for by law.

Article 11 – Information held

1. Considering the general framework of international law regarding access to information held by private individuals, SUPPORT staff and the other entities referred to in Article 1 of this policy, should disclose information only in respect to the rules and requirements applicable to SUPPORT.
2. SUPPORT staff and the other entities referred to in Article 1 of this policy, must take appropriate measures to guarantee the security and confidentiality of the information for which they are responsible or of which they are aware.
3. SUPPORT staff and the other entities referred to in Article 1 of this policy, must not seek access to information which would be inappropriate for them to have. SUPPORT staff, as well as the other entities referred to in Article 1 of this policy, must not make inappropriate use of the information they may obtain in or as part of the exercise of their duties.



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4. In the same way, SUPPORT staff and the other entities referred to in Article 1 of this policy, must not retain professional information that may or should be legitimately circulated, or circulate information they know, or have reasonable grounds to believe, is inaccurate or misleading.

Article 12 – Responsibility of line managers

1. SUPPORT staff in charge of supervising or managing other SUPPORT staff must do so in accordance with the policies and objectives of SUPPORT. They are responsible for responding to acts and omissions of staff under their supervision who violate these policies and objectives, and to take due diligence measures expected from a person in their position to prevent such acts or omissions.

2. SUPPORT staff tasked with supervising or managing other SUPPORT staff must take the necessary measures to protect children and prevent staff under their supervision from engaging in acts likely to generate child ill-treatment or negligence. These measures may be: to draw attention to and implement the laws and regulations; to ensure adequate training related to child ill-treatment or negligence and to set an example of integrity through their personal conduct.

IV. CHILD PROTECTION MECHANISM

Article 13 – Importance of prevention

1. SUPPORT staff and the other entities referred to in Article 1 of this policy, shall be sensitized to the children's rights. To this end, SUPPORT is training SUPPORT staff in the SUPPORT's Code of Conduct, this policy and specifically informing about the need to report any form of child ill-treatment or negligence.

2. SUPPORT staff who are in direct contact with children are entitled to receive special training in particular on Child Protection Policy, prevention and response to child ill-treatment or negligence as well as on integration of child protection into programmes.

3. SUPPORT staff, as well as the other entities referred to in Article 1 of this policy shall actively protect the child in particular through attention, prevention and response to all forms of child ill-treatment or negligence as defined in Article 2 of this policy.

Article 14 – Prevention and identification mechanisms

1. Although, through its international actions, SUPPORT is faced with the most diverse cultures and belief systems SUPPORT fully upholds principles of freedom of speech and of protection of victims. As such, SUPPORT has developed mechanisms that can contribute to prevent child ill-treatment or negligence such as:

- Signing of the Code of Conduct by the staff in order to clarify unacceptable behaviour and in particular child ill-treatment or negligence; The SUPPORT Feedback Mechanism (AFM), as a direct communication channel between beneficiaries and SUPPORT, allowing the identification of sensitive complaints notably related to alerts of child ill treatment and negligence;
- Implementation of trainings and awareness sessions in order to train and empower the teams, particularly for staff exposed to working with minors or the most vulnerable population;
- Identify risk factors on an ongoing basis and in particular throughout the project cycle;
- Put in place evaluation procedures for SUPPORT partners by carrying out due diligence, particularly with regard to their ethical commitments and past behaviours.

2. SUPPORT staff responsible for recruiting, monitoring or directing others employed by SUPPORT must be careful to prevent the hiring or deployment of inappropriate individuals in direct contact with children. SUPPORT will not allow an individual to work with children if it is aware of any professional or personal history that suggests that the individual may pose an unacceptable risk to children.

3. SUPPORT staff shall ensure that no SUPPORT partner or subcontractor is in direct contact with children if they have already been convicted of, or registered on lists or registers for, offences of child ill-treatment or negligence, within the meaning of this policy and regardless of the legal qualification retained by the national courts.



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4. As soon as SUPPORT is aware of, any person who has been convicted of, or registered on lists or registers, for offences of child ill-treatment or negligence, within the meaning of this policy and regardless of the legal qualification retained by the national courts, shall not be in direct contact with children, within the framework of SUPPORT's programmes.

5. Any SUPPORT partner or subcontractor in direct contact with children must certify that they have read and comply with the provisions of this policy.

Article 15 – Prohibition of all forms of child ill-treatment or negligence

It is strictly forbidden for SUPPORT staff and the other entities referred to in Article 1 of this policy, directly or indirectly, voluntarily or involuntarily, to participate, organise or benefit, by any means whatsoever, from any form of child ill-treatment or negligence as defined in Article 2 of this policy.

Article 16 – Specific behavioral standards for staff working with children

In addition to expected behaviors resulting from SUPPORT's Code of Conduct and this policy, staff working with children are expected to abide by the following additional standards:

- Treating all children with respect • Not using inappropriate, harassing, abusive, sexually provocative, degrading or culturally inappropriate language or behavior towards children
- Not encouraging children to engage in any form of sexual intercourse or activity, including paying for sexual services
- Wherever possible, ensuring that another adult is present when working with children
- Not inviting unaccompanied children into private residences unless they are at immediate risk of injury or physical danger
- Not sleeping in the vicinity of unsupervised children unless absolutely necessary, in which case permission should be obtained from the person in charge and another adult should be present if possible (this rule does not apply to a person's own children)
- Never using computers, mobile phones, video cameras, cameras or social media to exploit or harass children, or access child exploitation material by any means • Not using corporal punishment of children
- Not employing children in domestic or other work that is not appropriate to their age or stage of development, that interferes with their time for education and recreational activities, or that exposes them to significant risk of injury
- Complying with all relevant local legislation, including labour laws regarding child labour
- Immediately reporting concerns or allegations of child exploitation and abuse, and non-compliance with the policy, in accordance with Article 19 of this policy
- Immediately reporting all charges, convictions and other findings of an offence related to child exploitation and abuse, including those under traditional law, that occurred prior to or during the contract with SUPPORT
- Being aware of and avoid actions or behaviors that could be perceived by others as child exploitation and abuse.

Article 17 – Behaviour to be followed in case of child ill-treatment or negligence

1. In the case of SUPPORT staff who witness child ill-treatment or negligence:

- If SUPPORT staff believe that they are witness to any of the conduct set out in Article 2 of this policy, committed against any individual, they shall immediately report to SUPPORT.
- Cumulatively, staff may choose to intervene with the objective of stopping the said behaviour and protecting the victim if he or she was comfortable doing so.
- It is advisable to note the day and time as well as details related to the facts and the names of any witnesses.
- In any case, the Human Resources Direction will be informed by the SUPPORT Investigation Unit.



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2. In the case of a stakeholder who witnesses child ill-treatment or negligence: this policy,

- If any stakeholder as defined in this policy believes that he or she is a witness or victim of the violation of they shall immediately report to SUPPORT.
- Cumulatively, the stakeholder may choose to intervene with the objective of stopping the said behaviour and protecting the victim, if he or she was comfortable doing.
- It is advisable to note the day and time as well as details related to the facts and the names of any witnesses.
- In any case, the Human Resources Direction and/or Country Director will be informed by the SUPPORT Investigation Unit.

Article 18 – Photographs of children

1. Taking and distributing pictures of children is not allowed for SUPPORT staff in the framework of their professional duties.

2. Only persons duly authorized by SUPPORT Country Director in the countries or by SUPPORT Communication Department can take photos of children in connection with SUPPORT Programmes.

3. Authorized persons shall:

- Comply with local practices and restrictions related to the reproduction of personal images before photographing or filming a child;
- Obtain the child's express verbal consent and the written consent of the child's parent or guardian before photographing or filming the child. Within this framework, the objective and the use of the produced photographs will have to be explained;
- Ensure that photographs, films, videos and other representations present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children must be dressed and must not pose in a manner that could be considered provocative or sexually suggestive;
- Ensure that images are honest representations of context and reality ;
- Ensure file labels, meta data or text descriptions do not reveal identifying information about a child when sending images electronically or publishing images in any form.

4. In addition, authorized persons shall:

- Obtain the express consent of the child and the written consent of the child's parent or guardian before using an image for publications, advertising, fundraising, advocacy or other purposes, in print or online. The explicit (unwritten) consent of the child's parent or guardian is sufficient if the photos are taken in the private home. The purpose and use of the photographs will be clearly specified to the consenting party;
- Obtain explicit consent from the child, but not necessarily from the child's parent or guardian, for the images and photos with children from behind or at a distance (not identifiable);
- Not reveal the identity of the information or divulge information such as to enable children to be identified or located in the image through the name of the photo files, as well as the metadata or descriptions and texts associated with the photos, in the context of the dissemination, sending and publication in all their forms of electro-technical images ;
- Not publish identifiable photos of children on social networks or any other online media without the formal approval of SUPPORT's Communication Department.

5. The use and publication online and print by SUPPORT of any photo with a child in the image is made by SUPPORT's Communication Department or after explicit approval by SUPPORT's Communication Department. SUPPORT's Communication Department will only publish photos with children in the image accompanied by supporting documents as detailed above.

Article 19 – Obligation to report for SUPPORT staff

1. SUPPORT intends to respond/come up with an answer/bring an (appropriate) response to any child ill treatment or negligence. To contribute towards this, SUPPORT has designated a focal point via SUPPORT email.



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2. SUPPORT staff who considers to be a witness of child ill-treatment or negligence which may be in violation of or contravenes to the present policy, must immediately report it through the SUPPORT email.
3. SUPPORT staff must report any suspicion of child ill-treatment or negligence of which they are aware of in the course of their duties. The investigation of the reported facts is SUPPORT's responsibility, in accordance with the provisions of Article 21 of this policy.
4. SUPPORT staff may use the Security Incident Reporting (SIR) format.
5. SUPPORT must ensure that SUPPORT staff who reports a case as described above on the basis of reasonable suspicions and in good faith does not suffer from any harm as a result.
6. Cases of misuse of alert mechanisms may be subject to sanctions.

Article 20 – Report to stakeholders

1. SUPPORT wishes to support people who are witnesses or victims of violations of the present policy. To this end SUPPORT intends to facilitate stakeholders reporting for any violation of this policy. Thus, any stakeholder, as defined in this policy, who is a witness or victim of the violation of the present policy can report to SUPPORT email.
2. SUPPORT must ensure that any stakeholder who reports a case as described above on the basis of reasonable suspicions and in good faith does not suffer from any harm as a result.

Article 21 – SUPPORT investigation in case of internal reporting

1. In accordance with Article 19 of the present policy, SUPPORT staff must immediately report to the SUPPORT email
2. An e-mail response is sent on the platform or by SUPPORT email upon receipt of the alert. This answer: ▪ details the process to be followed in cases of suspected child ill-treatment or negligence; ▪ requests, where appropriate, further clarification and evaluation of the alert.
3. The management of the alert is done from SUPPORT headquarters with the involvement of the Country Director, unless this person is the subject of concern. This evaluation is carried out by the SUPPORT Investigation Unit upon receipt of the alert on SUPPORT.
4. SUPPORT staff must:
 - Cooperate in any investigation conducted by SUPPORT;
 - Keep all records of any alleged involvement that may be required for an investigation;
 - Preserve the confidentiality of any allegation.

III. GENERAL PRINCIPLES

Staff must cooperate fully.

Article 22 – SUPPORT Investigation in Case of Stakeholder Reporting

Stakeholder reports investigated promptly.
Confidentiality maintained.

Article 23 – Investigating Authority

SUPPORT Child Protection Committee, with external referral as needed.



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Article 24 – Sanctions

Disciplinary action up to termination.
Contractual termination for partners/suppliers.
Legal referral where required.

V. IMPLEMENTATION OF THE POLICY

Article 25 – Implementation

HR Department and Child Protection Committee ensure compliance.
Regular training and awareness sessions.
Annual review of the policy.

Article 26 – Adherence

All staff and associates must sign a Policy Acceptance Form.
Policy to be displayed in all SUPPORT offices and field sites.
Approved by: Executive Committee, SUPPORT
Effective Date:
Review Cycle: Annual or as legally required



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Complaints Referral Form (Exploitation and Abuse)

Field	Details
Location:	
Your Name:	
Your Position:	
Child Name :	
Age/ Date of birth of child :	
His/ her address (if known):	
Name of Parents / guardians / care giver's and addresses (if known):	
Date and time of incident:	
Perpetrator (SUPPORT staff or other person in project location) (if any):	
Place where incident occurred:	
Your observations:	
Details of concern / Suspicion / Incident:	
Describe what happened: time, dates, names of person(s) involved, behavior or physical signs observed, any other details.	
Action taken so far (if any):	



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External Agencies ContSUPPORT (date and time)

Details	Details
Police (Yes/ No)	If yes which station: Name and contact no.: Details of advice received:
Services made available through other agencies (Local Government / Local Child protection unit etc.) (Yes/ No)	If yes - Which one: Name and contact no.:
SUPPORT's children and adult safeguarding protection officer or child focal point persons / manager:	Name and contact no.: Details of advice received:
Local authority:	If yes - Which authority: Name and contact no.:
Other:	Which Organization: Name and contact no.: Details of advice received:

Declaration

Signature:

Name:

Date:



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Reporting Concerns Framework

If you are concerned about the safety and welfare of a child you must follow this procedure:

What are the circumstances of your concern?	Yes/No
Did you witness child abuse?	Yes/No
Do you suspect someone of child abuse?	Yes/No
Has someone alleged abuse of a child abuse?	Yes/No
Has someone disclosed abuse of a child to you?	Yes/No

Does your concern fit any of the following categories of abuse?	Yes/No
Do you think a child may have been neglected?	Yes/No
Do you think a child may have been physically abused?	Yes/No
Do you think a child may have been emotionally abused?	Yes/No
Do you think a child may have been sexually abused?	Yes/No

Your concern is justified if you answered yes to any of the questions above.

Your duty is to report your concerns to one of the following persons. Don't delay – a child may be at risk of serious harm if you do.



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Contact Persons

Contact	Details
1st Contact person	Email ID and Phone no. of nominated focal person displayed in the concerned branch office.
2nd Contact person	Name: B.S Gupta Title: Secretary Location: Hazaribag Telephone: 9431185632 E-mail: supporthzb@gmail.com <i>This person will examine the information and, if considered necessary, agree emergency steps and an action plan with timings and responsibilities for the field.</i>



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Investigation and follow-up of Child Safeguarding

SUPPORT takes every complain allegation of a violation of our Children Safeguarding Policy seriously. The Focal Point or Executive Director ensures all credible allegations are investigated, logged and tracked in the reporting database. During the investigation process, reasonable efforts should be made to contact the caretaker of the Child, identified in the report or known to be put at risk of or actually harmed within our programs. Whenever possible, the child should be interviewed and such interviews should be conducted by a skilled and trained child interviewer.

Representatives covered by this policy must cooperate fully with any investigation or inquiry by SUPPORT and preserve all records relating to any alleged violation of this Children and Adult Safeguarding Policy. The reported concerns will be kept confidential at all extends as much as possible.

1. Complain/allegation received:

When no response is received from the focal person/ to complain about the case including the focal person complain can be reported to the Secretary at supporthzb@gmail.com

2. Initial assessment:

Upon receipt of complain, an initial screening will be conducted by the Focal Person of Child Safeguarding. A full account of the matter, any immediate personnel action and all documentation will be recorded in confidential manner.

3. Full assessment:

If complain seems to be investigated in detail, Focal Person or 'investigating group' can be formed by the Executive Director for full assessment. The designated personnel with investigative capacity will develop a Terms of Reference (ToR) for the internal investigation and conduct it in accordance with the Investigation Workflow Process

4. Consideration of mitigating and exacerbating factors:

Where it is established that a breach of the Safeguarding Policy has taken place, the 'Investigating Group' will consider and weigh any mitigating and exacerbating factors pertaining to perpetrator and the circumstances of the incident.

5. Develop plan and implement to response:

With reference to ToR, designated person or investigator will develop and implement a response measure.

6. Review of plan/action works:

Conference and/or review meeting will be taken place in regular basic. During the conference/meeting, review of the plan and monitoring of actions will be done.

Er. Dhirendra Kumar Sinha
President

**Secretary
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Dr. Bhawani Shankar Gupta
Secretary cum CEO

Mr. Sheo Bachan Singh
Treasurer

