

## Safeguarding Policy Statement

In the A Rocha Worldwide Family we are committed to safeguarding all individuals with whom we come into contact through our work by upholding a zero-tolerance approach towards all forms of harm, abuse and exploitation.

We prioritize prevention, clear and accessible reporting mechanisms, and effective responses to safeguarding complaints, concerns and incidents.

We are also committed to creating an environment where people feel safe, respected and valued, and have their rights protected.

### Safeguarding at A Rocha

The A Rocha Worldwide Family understands safeguarding as 'our responsibility to protect all individuals we come into contact with through our work from harm, abuse and exploitation, while also upholding their rights and promoting their health, safety and well-being.'

### Our Safeguarding Policies

Our Safeguarding Policies and Procedures can be accessed and downloaded directly from our websites. They provide detailed guidance on reporting safeguarding concerns and incidents. For further information about our safeguarding work, please contact us at [safeguarding@arocha.org](mailto:safeguarding@arocha.org).



### **We adopt a zero-tolerance approach to all forms of harm, abuse and exploitation.**

We expect all our staff, associated personnel, representatives and service providers to uphold the highest standards of professionalism, integrity and behaviour in relation to safeguarding, focusing on promoting people's rights, dignity, safety and well-being.



## **We commit to addressing safeguarding through the three pillars of Prevention, Reporting and Response:**

**Prevention:** We take all necessary steps to prevent harm by ensuring that all our staff, associated personnel, representatives and service providers abide by our safeguarding policies and procedures, meet our safeguarding standards, which include being trained in safeguarding, and prioritize safety and well-being not only of themselves but also those they come into contact with through their work with A Rocha. We also follow safe recruitment procedures to prevent unsuitable individuals from working or volunteering with us.

**Reporting:** We are committed to having clear and effective procedures for making safeguarding complaints, reporting safeguarding concerns or incidents and providing accessible channels for doing this. Our staff, associated personnel, representatives and service providers are trained and/or briefed on how to recognise signs of different types of harm, including sexual exploitation, abuse and harassment (SEAH), and we make sure they are aware of their responsibility to report.

**Response:** We are committed to acting swiftly and appropriately when safeguarding complaints are made, safeguarding concerns are raised and safeguarding incidents take place. All safeguarding reports are taken seriously, carefully considered and responded to in a way that prioritizes the safety and well-being of those involved and implicated. Where necessary and appropriate, we will collaborate with external agencies and authorities to ensure a proper response, prioritizing the safety and well-being of victims/survivors. Decisions regarding support are guided by the victim/survivor's wishes and preferences, if possible and appropriate.

## **How to make a safeguarding complaint, raise a concern or report an incident to A Rocha**

If you wish to make a safeguarding complaint, raise a concern or report an incident involving A Rocha, its staff, associated personnel, representatives or service providers, please follow the steps outlined below.



**First of all, make sure the person is safe:** If someone is at immediate risk of harm or has already been harmed, keep calm, promptly remove them from danger and seek emergency help if needed. Preserve any available evidence, especially if the person has suffered a serious sexual assault. You may need to call on another colleague, speak to the victim/survivor's next of kin or family member, the police, the local safeguarding authority or Social Services, and/or enable access to local healthcare services, as appropriate. For different reasons, some victims/survivors may choose to ask for help or access advice and support themselves, without asking somebody else to act on their behalf.



**Contact an A Rocha Safeguarding Lead/Officer as soon as possible, ideally within the first 24 hours of a concern arising or incident happening.** If you're unsure about who to contact, please speak to an A Rocha leader or member of staff. Alternatively, you can reach A Rocha International's Safeguarding Team by emailing [safeguarding@arocha.org](mailto:safeguarding@arocha.org) or calling +44 (0) 300 770 1346 and leaving a brief voice message, including your name and contact details so that we can get back to you.



**Do not investigate the concern or incident yourself:** It is important not to question or confront the alleged perpetrator/s (the 'subject of complaint') or individual/s involved or implicated in the concern or incident. The corresponding Safeguarding Lead/Officer or a designated person will gather the necessary information and decide what needs to be done, which may include an investigation into what has happened, following established procedures and being mindful of applicable laws and requirements. Remember that your responsibility and duty of care may only go as far as making sure the victim/survivor is safe, and the safeguarding concern or incident is reported to the appropriate person.



**Maintain confidentiality:** Safeguarding concerns and information should be shared only with those who need to know. Do not share details with others unless instructed by the designated Safeguarding Lead/Officer, the Police or relevant authority. Breaking confidentiality may expose the victim/survivor to additional harm and abuse, negatively affect an investigation and/or, in some cases, lead to disciplinary actions being taken.



**Provide support:** If the person who is raising the safeguarding complaint or reporting a safeguarding concern or incident is the victim/survivor or someone who saw or heard what happened (witness), ensure they are supported and given guidance on how to proceed with reporting.

---

**For more information, please write to:**

[safeguarding@arocha.org](mailto:safeguarding@arocha.org)