

Welcome to the RSH Bangladesh webinar

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Child-friendly complaint and response mechanism in Bangladesh

@SafeguardingRSH

Starting soon

Panellists:

- **Md. Quddrutullah Jahangir**, Head of Safeguarding, Save the Children in Bangladesh
- **Niger Sultana Nipa**, Assistant Director and Safeguarding Focal Point, Dushtha Shasthya Kendra, Bangladesh

Chair:

- **Shahnaz Rahman**, RSH National Representative for Bangladesh



Agenda

Shahnaz Rahman

Welcome and housekeeping

Sharing the distinction between child protection and child safeguarding and the importance of a child-friendly complaint response mechanism

Niger Sultana Nipa

Key challenges and barriers to report SEA complaint

Md. Quddrutullah Jahangir

Component of an effective and inclusive child-friendly complaint and response mechanism

Shahnaz Rahman

Q&A session with audience questions

Shahnaz Rahman

Evaluation and close out

Distinction between child protection and child safeguarding?

CHILD PROTECTION	CHILD SAFEGUARDING
Abuse perpetrated by family member, close relative or community member	Abuse perpetrated by staff/associate/volunteer
Prevention and response to the harm and abuse children experience in their community	An approach to prevent and respond to harm caused by organisations or institutions through their staff, programmes or communication
Covers only child protection programme locations and communities	An ethical approach and measures to all programmes (education, health, child protection, livelihood etc.) to ensure programme/operation's interaction/engagement with children does not bring any harm
Making the country/world safer for children	Ensuring the organisation's programme, communication and operations are safer for children
Promote advocacy with the government and policy maker to review/adopt policies for the protection of the children in the country (child marriage restraint act, Children Act, Child Labour Elimination Policy etc.)	Promote advocacy with government, donor and CSO leaders to adopt laws, policy and procedures that prevent organisation to cause any harm while working/engagement with children (child safeguarding policy, workplace harassment policy)

What is a child-friendly complaint and response mechanism?

A **mechanism** that addresses the **specific needs of children**, considering their **diversities**, and is designed to **allow** their **engagement and participation** in a way that is **safe, accessible, meaningful, confidential** and **empowering**.

It is a comprehensive process to provide information and collect feedback/complaints from children, which would influence programme design and delivery.

The importance of a child-friendly complaint and response mechanism

Understanding the context and address context specific challenges for children to report SEA concerns

Safe and effective care to children to participate/engage without fear of abuse and harm

Aligning organisational effort with global and national standards to child safeguarding/"Do no harm" principles

Innovation in programme design that addresses specific accessibility requirement of children with all their diversities

Accountability towards the receiver of the services

Acceptance/trust at community, government and donor agencies

Challenges and barriers to report SEA complaint of children

Organisation level

Lack of commitment, understanding on the child-friendly CRM

Project-based intervention and short-term nature of the project

Lack of resource for safeguarding capacity building and system development

No specific staff responsible for safeguarding

No national framework to align with

Lack of understanding on survivor centered approach



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Challenges and barriers children face to report SEA concerns

Findings from children consultation:

Girls group age 14 to 17 years

- Social norms and attitudes often hinder girls and women from reporting SEA incidents due to fear, hesitation and shyness.
- Many need to gain knowledge on what to report, face family resistance and distrust the reporting process, fearing backlash from the community.
- As a 15-year-old girl expressed: "If I report, everyone in my family and community will blame me, leading to more trouble for my family; that's why we prefer not to report."

Challenges and barriers children face to report SEA concerns

Boys group age 14 to 17 years

- There's a prevailing reluctance to accept SEA incidents reported by boys. Often, they only confide in their peer groups, where they face ridicule.
- Their lack of knowledge on what to report, coupled with strong cultural resistance, labels them as "half ladies." They often distrust the reporting process, with no clarity on the subsequent steps.
- As a 14-year-old boy stated: "No one listens to us. If I voice a concern, even about my sister, my parents dismiss me, saying I'm a child and should act like one, then ignore my concerns."

Component of an effective child-friendly complaint and response mechanism



Trained staff

Child participation

Monitoring and evaluation

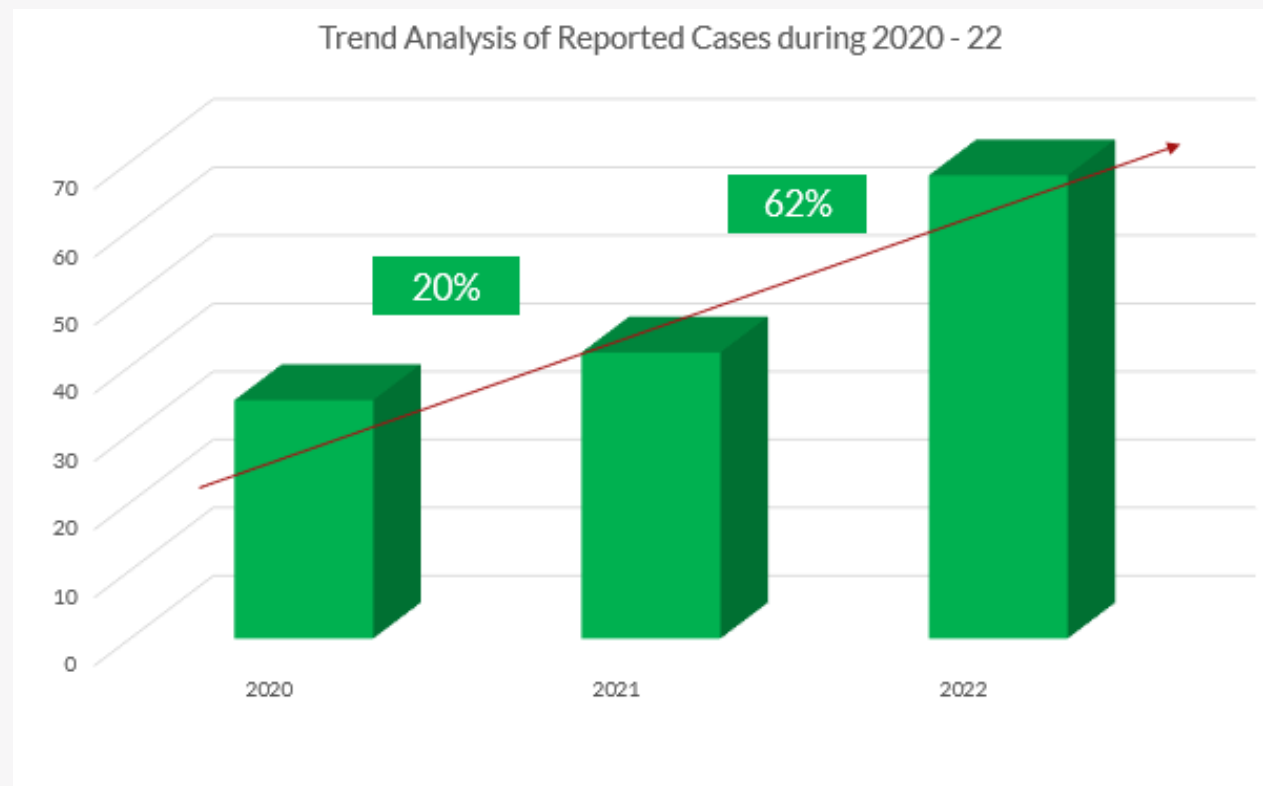


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Case study: Enhancing accessibility through language

In the early stages of SCI's engagement in Rohingya Response Programmes, the frequency of complaints was relatively lower than it is today. This shift in complaint volume was noticed after the introduction of reporting channels in the Burmese language, which includes initiatives such as hanging posters and festoons providing clear instructions on how to report and who to report.



Common channels to receive concerns and complaints

Suggestion box

Help desk

Hotline

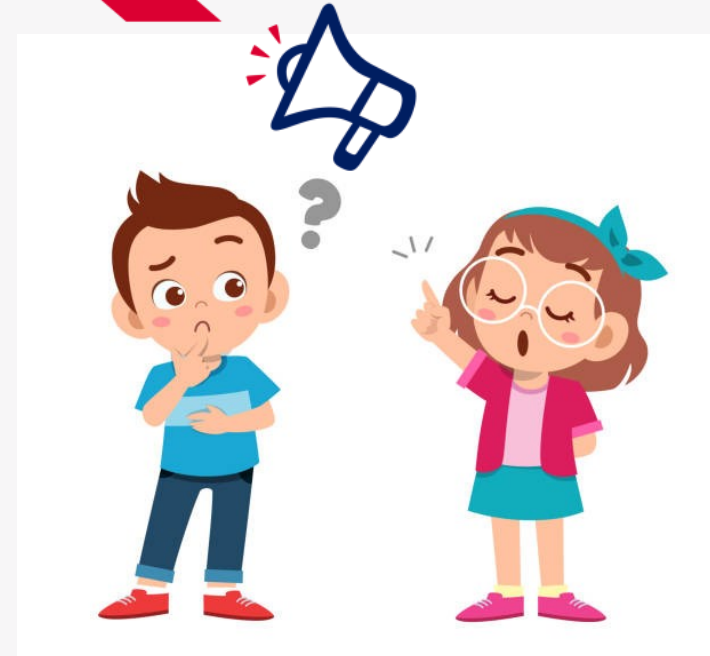
Focus group discussion

Focal points

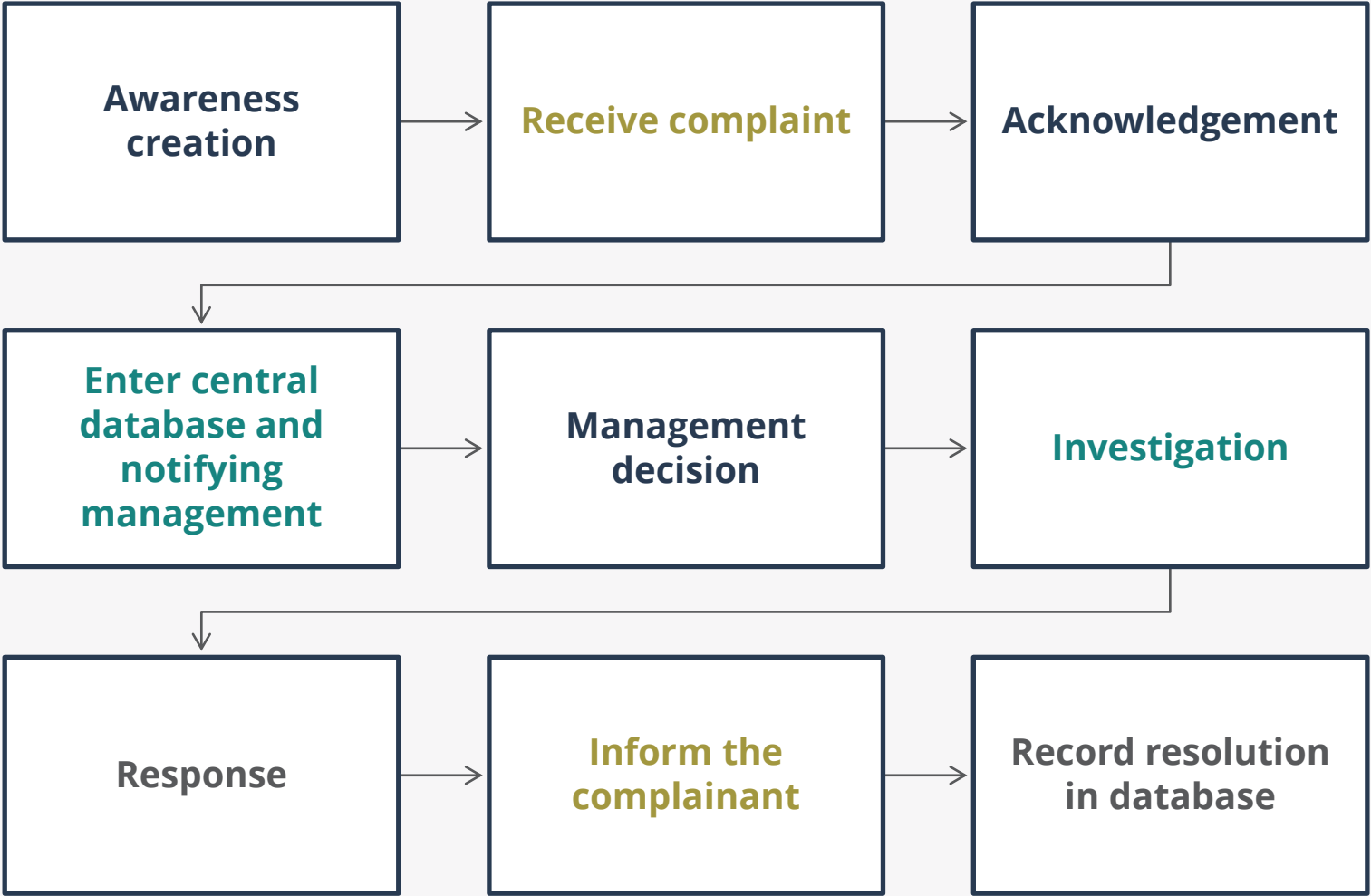
Dedicated email

Online feedback system

**YOUR
FEEDBACK
MATTERS**



Complaint and response process



Thank you! Any questions?

Visit the RSH website:

safeguardingsupporthub.org

Contact the RSH National Representative for Bangladesh:

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