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Caritas Ukraine
INTERNATIONAL CHARITABLE FOUNDATION
CARITAS UKRAINE

Approved:
/signed/
President of the Caritas Ukraine ICF
Tetiana Stavnychy
01.07.2024
(date)

Seal: INTERNATIONAL CHARITABLE FOUNDATION
"CARITAS UKRAINE"
Ukraine, No. 21695710
No.1

**Procedure for handling sensitive appeals and
providing feedback in the Caritas Ukraine network**



1. Purpose

- 1.1. The International Charitable Foundation "Caritas Ukraine" (hereinafter referred to as **Caritas Ukraine**), which in its structure unites national offices in Kyiv city and Lviv city and a network of local organizations located in different regions of Ukraine (hereinafter referred to as the **Organizations Members of Caritas Ukraine network**), guarantees that all individuals and communities have the opportunity to report their concerns related to the Safeguarding System, including suspicions or violations (hereinafter referred to as the **Sensitive appeals**) through appropriate secure, accessible and confidential channels.
- 1.2 The procedure for handling sensitive appeals and providing feedback (the **Procedure**) is designed to implement effective mechanisms to ensure:
- the possibility of submitting sensitive appeals to Caritas Ukraine;
 - encouraging the identification of any incidents that may pose risks of violation of the Safeguarding System (improper, unethical, dishonest, illegal behaviour, etc.);
 - taking seriously and responsibly any facts reported in Sensitive appeals;
 - timely, consistent and professional consideration of Sensitive appeals with respect to confidentiality and a guarantee of non-persecution of whistleblowers¹;
 - appropriate response and clear reporting procedure for any identified breaches of the Safeguarding System.
- 1.3. Caritas Ukraine, within the framework of its statutory activities, focuses on strengthening the culture of responsibility and accountability, as well as achieving the highest quality standards, for which it strives to make the Procedure convenient, safe, accessible, effective and not creating an excessive burden.

2. Scope of application

- 2.1. Procedure is applied:
- directly to all Personnel², Affiliates³ and Beneficiaries⁴, as well as any third parties who report or may report Sensitive appeals to Caritas Ukraine through the designated feedback channels;
 - to all Sensitive appeals that Caritas Ukraine receives or may receive through the designated feedback channels.
- 2.2. The Procedure is developed in accordance with the Charter of Caritas Ukraine, policies and procedures of the Safeguarding system in the Caritas Ukraine network, other internal documents, current legislation of Ukraine and international standards, The Procedure is a part of the Caritas Ukraine Safeguarding System and is interconnected with the Feedback, Complaint and Remediation Mechanism (FCRM) in accordance with the Standard operating procedures for responding to the beneficiaries' appeals.
- 2.3. If the agreement with the donor organization provides for additional procedures for submitting, processing and reviewing Sensitive appeals, the Personnel involved in the implementation of such a project/program shall notify the Safeguarding System and Policy Implementation Manager of the requirements specified in the relevant agreement for further coordination.
- 2.4. The requirements for the application of the same rules and obligations regarding the receipt and consideration of Sensitive appeals, as well as compliance with all policies and procedures of the Safeguarding System in the Caritas Ukraine network are defined in the Memoranda on the implementation of the Safeguarding System and the Feedback Mechanism in the Caritas Ukraine network, concluded between Caritas Ukraine and the Organizations Members of the Caritas Ukraine network.

¹ Whistleblowers are people who report violations of the Safeguarding System, corrupt operations and other illegal or immoral behaviour that they have witnessed or exposed.

² Personnel - all employees of Caritas Ukraine, including all persons who work for Caritas Ukraine on a contractual basis.

³ Affiliates - all partner organizations and their staff, project donors, consultants, contractors and/or any relatives, third individuals and/or legal entities involved or likely to be involved in the procurement of works, goods and services for Caritas Ukraine.

⁴ Beneficiaries are individuals, groups or organizations that receive charitable assistance, including the corresponding benefit, directly or indirectly, as part of the implementation of projects, programs or activities of the Organizations Members of the Caritas Ukraine network.

2.5. Member Organizations of the Caritas Ukraine network shall approve their own Procedures for handling sensitive appeals and providing feedback, which shall be consistent with this Procedure. In the absence of their own Procedure for handling sensitive appeals and providing feedback, when implementing programs and projects jointly with Caritas Ukraine, the Organizations Members of the Caritas Ukraine network undertake and guarantee to comply with this Procedure.

3. Submission of sensitive appeals

3.1. The right to submit a Sensitive appeal to Caritas Ukraine belongs to the Personnel, Affiliates, Beneficiaries and all those affected by the activities of Caritas Ukraine.

3.2. To submit a Sensitive appeal to Caritas Ukraine, it is recommended to voluntarily identify yourself, which will facilitate the successful consideration of the appeal and provide feedback on the results of the consideration. At the request of the person applying to Caritas Ukraine, the message may be anonymous. The anonymity of the appeal may complicate or make it impossible to take further action for consideration.

3.3. Any person submitting a Sensitive appeal must act in good faith and have reasonable grounds to believe that the information provided is accurate.

3.4. Caritas Ukraine guarantees the confidentiality of the information received, protection and security of applicants at all stages of consideration of Sensitive appeals.

4. Obligation to file Sensitive appeals

4.1. Any person who becomes a victim/witness of a Safeguarding System breach⁵, as well as a person who learns about such a breach from other persons or public sources, must file a Sensitive appeal as soon as possible. The Personnel and Affiliates shall immediately (within 24 hours) report any suspicions and/or facts of a Safeguarding System breach through the feedback mechanisms as soon as they become aware of them.

4.2. If persons from among the Personnel of the Caritas Ukraine network do not report an incident of violation of the Safeguarding System, as well as in case of providing deliberately false information about the incident, disciplinary proceedings may be initiated against the relevant persons in accordance with the disciplinary measures provided for by the Internal Labour Regulations of Caritas Ukraine and in accordance with the legislation of Ukraine.

5. Feedback channels

5.1. Sensitive appeals are submitted exclusively through official feedback channels, namely:

- ✓ by e-mail: feedback@caritas.ua;
- ✓ via online form on the Caritas Ukraine website;
- ✓ by calling the Caritas Ukraine hotline;
- ✓ in person to the national/local PRISS (in person, by phone, or via work e-mail).

5.2. Caritas Ukraine ensures public dissemination of information about official feedback channels for submitting Sensitive Appeals in accordance with this Procedure. Caritas Ukraine is not responsible for information related to the Safeguarding System, but submitted through other communication channels than those specified in this Procedure.

5.3. If the appeal concerns the Complaint Handler, it can be sent directly to the Director of the Network and Identity Directorate of Caritas Ukraine or the President of Caritas Ukraine.

⁵ Safeguarding System breach - any form of violation of the requirements of the policies and procedures of the Caritas Ukraine Safeguarding System, including incidents of any violation of ethical standards, abuse, exploitation, harassment, violence, discrimination, bullying, human trafficking, fraud and corruption, conflict of interest, child abuse, child labour.

6. Types of sensitive appeals

6.1. For the convenience and efficiency of processing and reviewing sensitive appeals, the following types are distinguished:

- 6.1.1. **Reporting violations of the policies and procedures of the Safeguarding System.** Reporting actions/inactions of persons from among the Personnel and/or Affiliates that contradict the policies and procedures of the Caritas Ukraine Safeguarding Network, including reports of:
- violations of the Code of Ethics and Conduct;
 - abuse and exploitation (including abuse of office, sexual exploitation and abuse)
 - harassment, violence, discrimination and/or bullying;
 - any form of human trafficking;
 - corruption and fraud, including all forms of deliberate misuse of entrusted funds/resources.
- 6.1.2. **Reporting a potential/real conflict of interest.** Reporting potential/actual conflicts of interest of any of the Personnel in accordance with the requirements of the Conflict of Interest Prevention Policy, as well as any facts of concealment of a conflict of interest that became known from other persons or public sources.
- 6.1.3. **Reporting on protection issues, including children and vulnerable adults.** Reporting facts of violations and abuses listed in clause 6.1.1. by third parties who are not members of the Staff and Affiliates of Caritas Ukraine or the Organization Member of the Caritas Ukraine network.

6.2. Appeals regarding the safety of personnel, premises, program/project activities in the Caritas Ukraine network, as well as the safety of goods/services provided by contractors or any other organization are not included in the category of Sensitive appeals.

6.3. Other types of appeals (programmatic comments, programmatic appeals, gratitude, cooperation, etc.) that do not fall into the category of Sensitive appeals are considered in accordance with Standard operating procedures for responding to the beneficiaries' appeals.

6.4. In case of receipt of reports related to protection from third parties who are not among the Personnel and Affiliates of Caritas Ukraine or the Organizations Members of the Caritas Ukraine network, the procedure for referral of victims is applied, which provides for the possibility of obtaining contacts and information about services and organizations that can provide appropriate assistance and support in accordance with the Standard Operating Procedures of Referral Process of the Caritas Ukraine ICF and the Mapping of social services for referral of victims of Sexual exploitation and abuse (SEA) and Gender-based violence (GBV) in the Caritas Ukraine network.

7. Supporting people who have experienced a sensitive incident

7.1. With respect for the needs and wishes of people who have experienced a sensitive incident, Caritas Ukraine has compiled a list of local services that provide specialized support to victims of sexual exploitation or abuse (such as legal or medical/psychological services) to provide support during the consideration of Sensitive appeals. The list of these services is provided in the Mapping of social referral services for victims of SEA and GBV in the Caritas Ukraine network.

7.2. Any personnel and beneficiaries who are affected by the process of reviewing sensitive appeals can receive support as needed:

- access to medical and psychosocial support through an internal or external specialist;
- practical support during the investigation, ranging from support from the HR manager to communicate the person's absence from work to colleagues, as well as assistance in preparing for return to work, with regular updates on next steps (for Personnel);
- providing referrals and protection if the individual is at risk.

8. Data protection and confidentiality

- 8.1. Caritas Ukraine has the right to request relevant, adequate and non-redundant personal data from the person submitting the Sensitive appeal in order to identify and ensure the possibility of further consideration of the appeal and its investigation (if necessary). The person submitting the Sensitive appeal agrees to the processing of his/her personal data.
- 8.2. Caritas Ukraine is obliged to apply the highest level of protection when processing personal data. Personal data received in sensitive appeals, as well as in the course of their consideration and investigation, must be processed in accordance with the requirements of the current legislation of Ukraine and the Policy of confidentiality and protection of personal data of beneficiaries.
- 8.3. Caritas Ukraine recognizes that confidentiality is an important guarantee of the safety of persons submitting a Sensitive appeal, whistleblowers, witnesses and subjects of the proceedings. All information received in the Sensitive Report, as well as in the course of its consideration and investigation, is recognized by Caritas Ukraine as information with limited access. The disclosure of this information to third parties is allowed only in exceptional cases with the consent of the person who submitted the relevant appeal or in the interests of national security, economic well-being and human rights.
- 8.4. All participants of the procedure for handling a Sensitive appeal (Complaint Handler, CCSA members, SARIC) are obliged to treat all information received with the highest level of confidentiality. Any breach of confidentiality will result in immediate suspension from the responsibilities of the Sensitive appeal procedure and possible disciplinary action.
- 8.5. In case of disclosure of confidential information during the consideration/investigation of a sensitive appeal, Caritas Ukraine employees may be subject to disciplinary measures, except in situations where:
- disclosure is required by law;
 - disclosure is required by management in the interests of all parties involved;
 - disclosure is required by the donor of the project in which the incident occurred, if it is stipulated in the agreement with the donor for the implementation of the charitable program/project of Caritas Ukraine;
 - disclosure of information is necessary to conduct a special examination (medical, legal, etc.).
- 8.6. Information about a criminal offense should be submitted by Caritas Ukraine to the authorities responsible for investigating such matters in accordance with the current legislation of Ukraine.

9. Procedure for consideration of Sensitive appeals.

- 9.1. The procedure for consideration of Sensitive appeals provides for the relevant stages:
1. Registration and initial processing of Sensitive Communications by the Complaint Handling Specialist.
 2. Establishment of the Commission for Consideration of Sensitive Appeals (CCSA).
 3. Initial verification, assessment of the appeal by the CCSA and approval of the course of action.
 4. Appointment of Specialized Analysts for Research and Information Collection (SARIC).
 5. Investigation process.
 6. Consideration of the results of the CCSA investigation and issuance of a decision.
 7. Notifying the parties of the results.
 8. Appeals (if necessary).

9.2. Receiving, registering and initial processing of Sensitive appeals.

- 9.2.1. Caritas Ukraine receives sensitive appeals exclusively through the feedback channels specified in clause 5.1. Procedures. If employees of the Organizations Members of the Caritas Ukraine network receive sensitive appeals through other channels (by phone, in person from another employee or community member), they must record the message and forward it within 24 hours to the channels specified in clause 5.1. Procedures to the feedback channels.

- 9.2.2. If a Sensitive appeal is received through a public online resource (website, social network, messenger, etc.), the employee responsible for its administration is obliged to:



- 1) promptly (no later than 24 hours from the date of publication of the notice) provide a substantiated response to the applicant, including information on feedback channels in accordance with the response script (Annex No. 1);
- 2) within 24 hours from the date of publication of the notice, submit a sensitive appeal through the channels established in clause 5.1. Procedures through the feedback channels established in clause 5.1;
- 3) pre-save and immediately delete from the public online resource any appeals containing confidential information (personal or other sensitive data, public access to which may jeopardize the safety of any involved or third parties). A response to a message containing confidential information that has been deleted shall be sent by personal message to the applicant.

9.2.3. If the Organization Member of the Caritas Ukraine network uses a box for appeals placed in the premises of such organization, the responsible employee of this organization shall timely process messages received through the box. All Sensitive appeals received through the box shall be forwarded within 24 hours through the channels established in clause 5.1. Procedures through the feedback channels.

9.2.3. All Sensitive appeals submitted through feedback channels must be registered by the Complaints Handler in the relevant internal database system of Caritas Ukraine, to which the Personnel have limited access. The system assigns an individual number to each Sensitive appeal and enters information about the message received, the applicant's contacts, actions taken and results obtained.

9.2.4. In case a Sensitive appeal was received orally or sent to the e-mail address of the national/local PRISS, such communications shall be transmitted through the established feedback channels to the Complaint Handler, who shall enter the communication into the system within 24 hours of receipt.

9.2.5. Upon receipt of a Sensitive appeal regarding the Organization Member of the Caritas Ukraine network, the Complaint Handler shall immediately notify the Director of the local organization where the incident was recorded.

9.2.6. In case it is established that the Complaint Handler intentionally failed to register a sensitive appeal and did not send it for further consideration, disciplinary proceedings will be initiated against him/her, which may lead to replacement and/or dismissal.

9.2.7. After the initial processing of the received Sensitive appeal by the Complaint Handler, the Commission for Consideration of Sensitive appeals (hereinafter referred to as **CCSA**) is established. At this stage, the person who filed the appeal receives feedback on the procedure and timeframe for reviewing the appeal.

9.3. Complaint Handler

9.3.1. Complaint Handler is an employee of Caritas Ukraine (national office) and has the following responsibilities:

- daily acceptance of appeals through all established feedback channels;
- establishing an internal system for registering appeals, registering and tracking all received appeals of a sensitive nature and ensuring proper documentation of responses and results recorded in the system;
- mandatory notification of the director of the local Caritas Ukraine member organization about the appeal regarding the incident that occurred in this organization;
- providing a confirmation to the applicant that the sensitive appeal has been received;
- informing the applicant at all stages of consideration of the appeal;
- Determining the composition of the CCSA (according to the scheme below);
- coordinating the meetings of the CCSA and keeping minutes of the Commission's meetings;
- feedback to the applicant and the parties involved in the appeal, if necessary;
- ensuring confidentiality;
- conducting data analysis and preparing analytical reports every six months;



- providing information on all requests related to applications received from Caritas Internationalis, Caritas Europe and other donors;
- informing the Beneficiaries, Personnel and Affiliates of Caritas Ukraine about the Procedure for handling Sensitive Requests and providing feedback to Caritas Ukraine, if necessary;
- checking the relevance and availability of information on feedback channels on the website of Caritas Ukraine and websites of the Organizations Members of the Caritas Ukraine network; checking information leaflets, posters, etc. available in the Organizations Members of the Caritas Ukraine network.

9.4. Establishment of the Commission for Consideration of Sensitive Appeals (CCSA)

9.4.1. The CCSA is formed at the level of Caritas Ukraine in each case, taking into account the classification of the Sensitive appeal. If the nature of the appeal requires it, additional person(s)/experts may be involved in the composition of the CCSA.

9.4.2. Prior to the formation of the CCSA, all potential members shall be screened for conflicts of interest in accordance with the Conflict of Interest Prevention Policy. The proposed member of the commission is obliged to inform the Complaint Handler in writing about any existing situations of potential/actual conflict of interest.

9.4.3. If in the process of consideration of a Sensitive appeal, a member of the CCSA or the SARIC has a situation of conflict of interest, such member of the CCSA or the SARIC shall withdraw from the position, and a new member of the CCSA or the SARIC shall be appointed in accordance with the Procedure.

9.4.4. The principle of gender equality is desirable in the formation of the CCSA, which means that at least one man and one woman are involved in the Commission.

9.4.5. It is recommended that sensitive appeals concerning employees and partners who are members of the clergy or religious organizations be considered with the participation of a competent bishop or his designated representative.

9.4.6. The permanent members of the CCSA are the Director of Network and Identity of Caritas Ukraine (hereinafter referred to as **National PRISS 1**) and the Manager of Safeguarding Policy and System Implementation of Caritas Ukraine (hereinafter referred to as **National PRISS 2**).

9.4.7. Composition of the CCSA depending on the type of Sensitive appeal:

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| <p>1) The composition of the commission if the alleged violation is brought against the President of Caritas Ukraine.</p> | <ul style="list-style-type: none"> • Representative of the General Meeting of Caritas Ukraine • 2 members of the Board of Caritas Ukraine, appointed by the General Meeting of Caritas Ukraine |
| <p>2) The composition of the commission if the alleged violation is brought against the director of Caritas Ukraine.</p> | <ul style="list-style-type: none"> • National RPISS 1 or Director of another Caritas Ukraine directorate • President of Caritas Ukraine • Member of the Board of Caritas Ukraine |
| <p>3) The composition of the commission in case the alleged violation occurred in the National Office of Caritas Ukraine (national personnel are accused)</p> | <ul style="list-style-type: none"> • National RPISS 1 • Director of the Program Directorate • Chief Operating Officer |
| <p>4) The composition of the commission if the alleged violation is brought against the Director of the diocesan Organization Member of Caritas Ukraine network</p> | <ul style="list-style-type: none"> • President of Caritas Ukraine or Director of the Program Directorate • National RPISS 1 • Chief Operating Officer of the Caritas Ukraine |

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|---|---|
| 5) The composition of the commission in case the alleged violation is brought against the Director of a parish Organization Member of Caritas Ukraine network. | <ul style="list-style-type: none"> • National RPISS 1 • National RPISS 2 • Diocesan director |
| 6) The composition of the commission if the alleged violation occurred in a local Organization Member of Caritas Ukraine network (local personnel are accused). | <ul style="list-style-type: none"> • National RPISS 1 • National RPISS 2 • Director of a local organization |
| 7) The composition of the commission if the alleged violation occurred in a local Organization Member of Caritas Ukraine network and concerns cases of corruption, financial fraud, etc. (local personnel are accused). | <ul style="list-style-type: none"> • National RPISS 1 • National RPISS 2 or Financial Director of Caritas Ukraine • Director of a local organization |

9.4.8. If, in the process of reviewing the application, the director of the parish Organization Member of the Caritas Ukraine network is unable to perform the duties of a member of the CCSA for any reason, such duties will be assigned to the director of the diocesan Organization Member of the Caritas Ukraine network.

9.4.9. The form of work of the CCSA is a meeting. With the consent of the CCSA members, meetings may be held by means of a telephone conference, written survey (including via e-mail), video or Internet conference using information and communication technologies, subject to the requirements of clause 9.4.10 of this Procedure.

9.4.10. The course and results of the CCSA meetings are recorded in the minutes signed by the chairperson and the secretary of the meeting (the chairperson is elected from among the CCSA members; the Complaints Handler performs the functions of the secretary of the CCSA meetings). Copies of the minutes of the CCSA meetings are sent to each CCSA member.

9.4.11. The responsibility for organizing the meetings of the CCSA is vested in the Complaints Handler, who agrees on the date and time, format, and location of the meeting, which is indicated in the relevant minutes.

9.4.12. The first meeting of the CCSA shall be held within one business week from the date of receipt of the Sensitive appeal for the purpose of initial review and assessment of the Sensitive appeal, agreement on the appropriate course of further action and appointment of the SARIC. The second meeting of the CCSA shall be held within one business week from the date of receipt of the SARIC report on a particular appeal.

9.4.13. Responsibilities of CCSA:

- reviewing the Sensitive appeal and approving the procedure for action;
- appointment of a SARIC or SARIC team;
- review and approve the final report on the review of the appeal or, if necessary, request additional information;
- requesting additional investigation in case of reports that are not considered satisfactory;
- making a final decision and recommending appropriate disciplinary action if a violation is confirmed.

9.4.14. The CCSA, together with the SARIC, is responsible for ensuring that all Sensitive appeal received through the established feedback channels of Caritas Ukraine are handled in accordance with the Procedure.

9.5. The process of investigating Sensitive appeals

- 9.5.1. Investigations of incidents in respect of which a Sensitive appeal has been received are carried out by the SARIC in accordance with the Procedure for Investigating Safeguarding System breach.
- 9.5.2. The CCSA shall appoint the most qualified SARIC based on the type of the Sensitive appeal. The investigation may be conducted by one qualified person or a group of at least two persons (of different genders), if possible. The SARIC or SARIC team shall be objective, impartial, independent, including from conflicts of interest, and possess appropriate professional skills.
- 9.5.3. It is the direct responsibility of the SARIC to report on the investigation process, provide its findings and recommendations on the Sensitive appeal to CCSA.
- 9.5.4. Only persons without whose participation the investigation procedure cannot be carried out are involved in the process of investigating Sensitive appeal. When collecting additional information, the SARIC is obliged to maintain confidentiality.
- 9.5.6. The timeframe for investigating Sensitive appeal depends on the complexity of each specific incident, taking into account the need to carry out the procedure as soon as reasonably possible, in accordance with the Procedure for Investigating Safeguarding System breach.

9.6. Consideration of the results of the CCSA investigation and issuance of a decision

- 9.6.1. Upon completion of the investigation, the SARIC prepares a report and submits it to the CCSA for review and approval. Based on the recommendations and conclusions of the SARIC team or the lead SARIC, the CCSA makes the final decision on the Sensitive appeal under consideration. The decision of the CCSA may include recommendations on the necessary further actions, including the application of measures of influence and responsibility (in case of confirmation of the violation).
- 9.6.2. The President of Caritas Ukraine monitors the implementation of the CCSA decision.

9.7. Reporting results

- 9.7.1. The Complaint Handler is obliged to notify all parties involved in the incident of the results of the consideration of a Sensitive appeal.
- 9.7.2. Complainant who has filed a Sensitive appeal but is not personally affected by the incident reported shall not be entitled to receive information on the progress and results of the consideration of the appeal. The Complaint Handler will only provide such a complainant with information that the Sensitive appeal has been received and whether the appeal is substantiated. No other information regarding the Sensitive appeal shall be disclosed. When providing explanations, the identity or testimony of other witnesses should never be disclosed.
- 9.7.3. The Complaint Handler is responsible for informing complainants in writing about the outcome of the complaint (usually via email). The Complaint Handler should not notify the complainant if the incident has been reported to the police or other authorities for criminal investigation, as the authorities will take further action on their own.

9.8. Appeal procedure

- 9.8.1. Caritas Ukraine strives to resolve all Sensitive appeals in a satisfactory manner for both the applicant and the organization. If the complainant is not satisfied with the outcome, he/she has the right to send an appeal to the President of Caritas Ukraine within one working week after receiving notification of the results of the appeal to the e-mail address feedback@caritas.ua, indicating "Appeal No." in the subject line.
- 9.8.2. The term for consideration of the appeal shall not exceed thirty (30) days from the date of submission.

10. Investigation and litigation costs



10.1. All costs associated with the investigation and consideration of a Sensitive appeal (e.g., travel, etc.) must be covered by the budget of the project in which the incident occurred or by the organization's administrative budget. At the request of the donor and with the approval of the President of Caritas Ukraine, the investigation of a Sensitive appeal may be carried out by an external party (e.g., the Inter-Agency Standing Committee or other qualified organization), the costs of which will also be covered by the budget of the project in which the incident occurred.

11. Responsibility

11.1. Caritas Ukraine is responsible for reviewing sensitive appeals in accordance with the Charter, policies and procedures of the Safeguarding System, other internal documents and requirements of the current legislation of Ukraine.

12. Final provisions

12.1 This Procedure is an updated version of the Procedure for handling sensitive complaints and providing feedback in the Caritas Ukraine network, approved on 15.06.2021.

12.2 All changes and additions to this Procedure are made by setting it out in a new version

12.3. After the approval of the new version of the Procedure, the previous one shall become invalid. After approval, this Procedure shall be provided for familiarization to all persons who are members of the Personnel as of the date of approval. In order to facilitate familiarization and awareness of all interested parties, the Procedure shall be placed in open public access on the website of Caritas Ukraine.

12.4. The Procedure is inextricably linked to other policies of Caritas Ukraine, in particular the Policies and Procedures of the Safeguarding System of Caritas Ukraine.

12.5. This Procedure comes into force on the first day of the month following the month in which it was approved.

**Annex No. 1
to the Procedure for consideration of
Sensitive appeals and providing feedback
in the Caritas Ukraine network**

Script for responding to a Sensitive appeal published on public online resources
(sent in response (publicly available comment) to a Sensitive appeal on a public online resource)

Good afternoon!
Thank you for your application.

If you need advice on receiving charitable assistance, you can contact the Caritas Ukraine Information Centre by calling 0 800 336 734 (Mon-Fri 9:30-16:00).

If you would like to report a possible violation (illegal, unethical, dangerous behaviour), please contact us through the official feedback channels, namely:

- ✓ by e-mail: feedback@caritas.ua
- ✓ via online form on the website <https://caritas.ua/sos/>
- ✓ by calling the hotline 0800 406 506 (Mon-Fri 11:00 - 16:00)

The policies and procedures of the Caritas Ukraine Safeguarding System are available at <http://caritas.ua/sfg/>.

**Script for responding to a Sensitive appeal published on public online resources
that contains confidential information**

(sent by personal message to the applicant after the Sensitive appeal containing confidential information is removed from the public online resource)

Good afternoon!
Thank you for your message.
Your message has been deleted because it contains confidential information.

If you need advice on receiving charitable assistance, you can contact the Caritas Ukraine Information Centre by calling 0 800 336 734 (Mon-Fri 9:30-16:00).

If you would like to report a possible violation (illegal, unethical, dangerous behaviour), please contact us through the official feedback channels, namely:

- ✓ by e-mail: feedback@caritas.ua
- ✓ via online form on the website <https://caritas.ua/sos/>
- ✓ by calling the hotline 0800 406 506 (Mon-Fri 11:00 - 16:00)

The policies and procedures of the Caritas Ukraine Safeguarding System are available at <http://caritas.ua/sfg/>.



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Перекладач РАДЗИВІЛ Ю.О.

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Translator Radzivil Yu. O.

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