



GivitBack Foundation (GBF)

“Unlocking Potential, Transforming Lives”

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**INCIDENT REPORTING AND RESPONSE PROCEDURES (STANDARD
OPERATING PROCEDURE)**

DOCUMENT CONTROL

Document Information	Details
<i>Document Title</i>	Incident Reporting and Response Procedures (Standard Operating Procedure)
<i>Organization</i>	GivitBack Foundation (GBF)
<i>Version</i>	1.0
<i>Effective Date</i>	August 2026
<i>Review Date</i>	August 2028
<i>Review Frequency</i>	Every Two (2) Years or earlier where necessary
<i>Policy Owner</i>	Governing Body (Board of Trustees)
<i>Policy Custodian</i>	Chairperson
<i>Applies To</i>	Trustees, Employees, Volunteers, Consultants, Interns, Contractors, Partners and Visitors

1. PURPOSE

The purpose of these Procedures is to establish a clear, consistent and confidential process for reporting, managing and responding to safeguarding concerns involving children, beneficiaries, staff, volunteers or any person participating in GivitBack Foundation (GBF) programmes.

These procedures ensure that every safeguarding concern is handled promptly, fairly, professionally and in accordance with Kenyan law, GBF policies and donor safeguarding requirements.

2. OBJECTIVES

These Procedures aim to:

- Protect children and vulnerable persons from further harm.
 - Ensure all safeguarding concerns are reported promptly.
 - Promote timely and appropriate responses.
 - Clarify reporting responsibilities.
 - Protect the rights of complainants, survivors, witnesses and alleged perpetrators.
 - Ensure accurate documentation.
 - Promote accountability and learning.
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3. SCOPE

These Procedures apply to all safeguarding concerns arising from GBF programmes, offices, activities, partnerships and operations.

This includes allegations involving:

- Child abuse.
 - Child neglect.
 - Physical abuse.
 - Emotional abuse.
 - Sexual exploitation.
 - Sexual abuse.
 - Sexual harassment.
 - Grooming.
 - Bullying.
 - Online abuse.
 - Abuse of authority.
 - Breaches of the GBF Code of Conduct.
 - Retaliation against whistleblowers.
 - Any conduct that may place a child or vulnerable person at risk.
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4. GUIDING PRINCIPLES

Every safeguarding report shall be managed in accordance with the following principles:

- Best interests of the child.
- Survivor-centred approach.
- Confidentiality.
- Fairness.
- Timeliness.

- Respect.
 - Accountability.
 - Do No Harm.
 - Non-discrimination.
 - Compliance with Kenyan law.
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5. WHO MAY REPORT?

Safeguarding concerns may be reported by:

- Children.
- Parents or guardians.
- Beneficiaries.
- Trustees.
- Employees.
- Volunteers.
- Consultants.
- Contractors.
- Community members.
- Partner organizations.
- Anonymous whistleblowers.

No person shall be discouraged from making a report in good faith.

6. WHAT SHOULD BE REPORTED?

The following should always be reported immediately:

- Any suspicion of child abuse.
- Any disclosure made by a child.
- Sexual exploitation.
- Sexual abuse.
- Sexual harassment.
- Grooming.
- Bullying.
- Violence.
- Neglect.
- Exploitation.
- Unsafe programme practices.
- Serious breaches of safeguarding policies.
- Misuse of children's images.
- Online exploitation.
- Threats against beneficiaries.
- Retaliation against complainants.
- Any behaviour that places another person at risk.

If there is uncertainty about whether an incident should be reported, it should still be reported for assessment.

7. REPORTING CHANNELS

Reports may be submitted through any of the following channels:

Internal Reporting

- Immediate Supervisor.
- Programme Manager.
- Safeguarding Focal Person.
- Executive Director.
- Chairperson of the Governing Body (where allegations involve senior management or the Executive Director).

External Reporting

Where required by law or where immediate protection is necessary, GBF shall report matters to the appropriate authorities, including child protection agencies and law enforcement.

8. REPORTING PROCEDURE

Step 1: Ensure Immediate Safety

Where a person is in immediate danger:

- Remove them from the unsafe situation where it is safe to do so.
- Contact emergency services if necessary.
- Arrange urgent medical care where required.
- Notify the Safeguarding Focal Person immediately.

Protecting the safety and wellbeing of the affected person takes priority over administrative procedures.

Step 2: Receive the Report

When receiving a safeguarding concern:

- Remain calm.
- Listen carefully.
- Allow the individual to speak freely.
- Do not interrupt unnecessarily.
- Do not investigate or ask leading questions.
- Do not promise absolute confidentiality.
- Reassure the individual that they have done the right thing by reporting.
- Explain the next steps.

Step 3: Record the Information

The receiving officer shall document:

- Date and time.
- Name of the reporting person (where applicable).

- Name or identifier of the affected person.
- Nature of the concern.
- Location.
- Persons involved.
- Immediate actions taken.
- Any witnesses.
- Exact words used where a disclosure has been made, where practicable.

Records shall be factual, objective and free from personal opinions.

Step 4: Notify the Appropriate Officer

The report shall be submitted immediately to the Safeguarding Focal Person or Executive Director.

Where the allegation involves either of these individuals, the matter shall be reported directly to the Chairperson of the Governing Body.

Step 5: Initial Risk Assessment

The Safeguarding Focal Person shall assess:

- Immediate risk to the survivor.
- Risk to other beneficiaries.
- Whether emergency intervention is required.
- Whether referral to external authorities is legally required.
- Appropriate interim safeguarding measures.

Step 6: Response and Referral

Depending on the circumstances, GBF may:

- Refer the individual for medical care.
- Facilitate psychosocial support.
- Refer to child protection authorities.
- Notify law enforcement where required.
- Implement protective measures within GBF programmes.
- Suspend programme participation or personnel where necessary to protect others while due process is followed.

Step 7: Investigation

Where appropriate, GBF shall conduct an internal administrative investigation.

Investigations shall:

- Be impartial.
- Be confidential.
- Respect the rights of all parties.
- Be conducted without unnecessary delay.
- Avoid interference with criminal investigations.

GBF will cooperate fully with competent authorities where a matter is under official investigation.

Step 8: Decision and Corrective Action

Following completion of the investigation, GBF may take appropriate action, including:

- Additional training.
- Counselling.
- Revision of safeguarding measures.
- Written warning.
- Suspension.
- Termination of employment or engagement.
- Removal from volunteer or partner roles.
- Referral to relevant authorities where required by law.

Step 9: Case Closure

A case may be closed when:

- Immediate risks have been addressed.
- Required referrals have been completed.
- Administrative processes have concluded.
- Corrective actions have been implemented.
- Documentation has been completed.

Lessons learned shall inform future safeguarding improvements.

9. CONFIDENTIALITY

All safeguarding reports shall be handled confidentially.

Information shall only be shared with persons who require it to:

- Protect an individual from harm.
- Fulfil legal obligations.
- Conduct an investigation.
- Provide appropriate support.

Confidential records shall be securely stored and protected from unauthorized access.

10. PROTECTION FROM RETALIATION

GBF strictly prohibits retaliation against any person who reports a safeguarding concern or participates in an investigation in good faith.

Retaliation may include:

- Threats.
- Intimidation.
- Harassment.
- Victimization.
- Discrimination.
- Unfair disciplinary action.
- Exclusion from programmes or employment.

Any retaliation shall itself be treated as a serious breach of GBF policies.

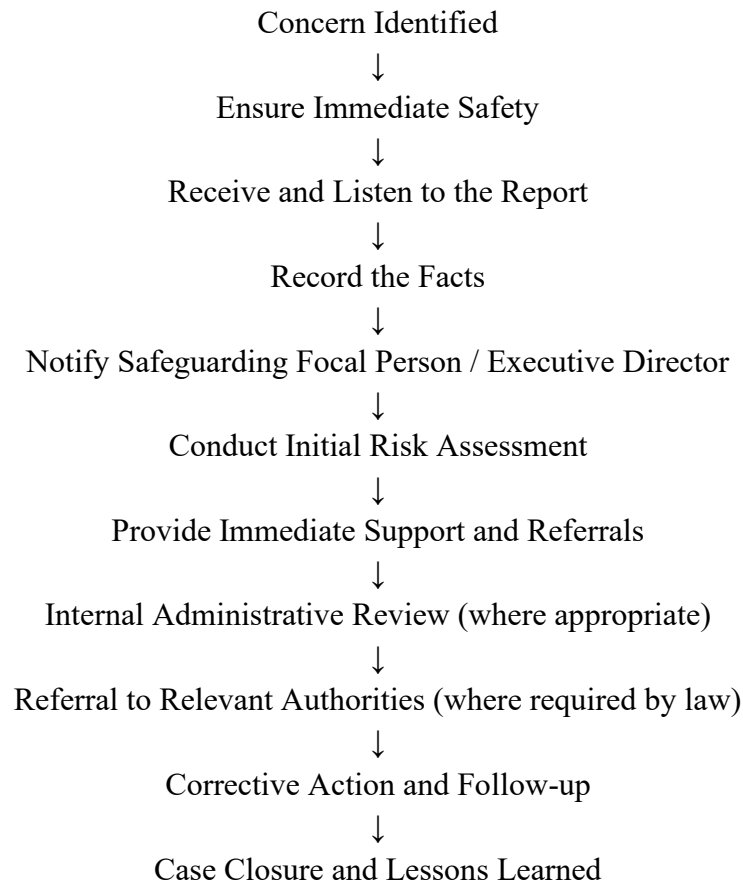
11. RECORDS MANAGEMENT

The Safeguarding Focal Person shall maintain a confidential safeguarding register containing:

- Incident reports.
- Investigation records.
- Referral records.
- Corrective actions.
- Follow-up actions.
- Case closure documentation.

Records shall be retained in accordance with legal requirements and GBF's records management procedures.

12. REPORTING FLOW



APPENDIX A: INCIDENT REPORT CHECKLIST

Before closing any safeguarding case, confirm that:

- ☐ Immediate safety was addressed.
- ☐ The incident was documented.
- ☐ Appropriate persons were notified.

- ☐ Referrals were made where required.
- ☐ Confidentiality was maintained.
- ☐ Corrective actions were implemented.
- ☐ Lessons learned were documented.
- ☐ Safeguarding records were securely filed.

APPENDIX B: RESPONSE TIME GUIDELINES

Action	Recommended Timeframe
<i>Immediate safety actions</i>	Immediately
<i>Report to Safeguarding Focal Person</i>	As soon as possible, preferably within 24 hours
<i>Initial risk assessment</i>	Within 24 hours of receiving the report
<i>Referral for emergency medical or protection services</i>	Immediately, where required
<i>Internal administrative review</i>	Commence as soon as practicable after the initial assessment
<i>Case review and follow-up</i>	As determined by the complexity and urgency of the case

These timeframes are operational targets and may be adjusted where legal requirements, emergency circumstances or the needs of the survivor require a different response.

APPENDIX C: KEY CONTACT RESPONSIBILITIES

Role	Primary Responsibility
<i>Any GBF Representative</i>	Report safeguarding concerns immediately
<i>Supervisor</i>	Receive reports and ensure immediate escalation
<i>Safeguarding Focal Person</i>	Coordinate case management and maintain records
<i>Executive Director</i>	Oversee organizational response and resource allocation
<i>Governing Body Chairperson</i>	Receive reports involving the Executive Director or other senior leadership and provide governance oversight
