g) Debriefing Session Template

After an incident or a complaint has been dealt with or addressed, it is important to review the response that was carried out. The purpose of this is to ensure that we are capturing lessons that we have learned from any safeguarding incident and/or complaint received.

It is not to place blame on anyone who has been involved in the response or the management of an incident or a complaint for things that may not have run smoothly, but rather to ensure that with each incident or complaint received, we become stronger as a team in enacting proper responses or addressing complaints.

Filled out by (name and title):
Incident /complaint being reviewed:
Country office:
Date:
Participants: Investigator, local partner and/or staff members who participated in an investigation process.

1. What worked well in terms of this incident/complaint, the response and/or the investigation process? When things went well, why? Please consider the various actors:
   volunteer/staff, consultant, local partner organization, country office, Director of Programs, Regional Directors, Headquarter staff, Funder, Investigator etc.

   a. _____
   b. _____
   c. _____

2. What elements of this incident/complaint, the response and/or the investigation process did not work well, Why? (Think of factors that we could/couldn't influence)
   d. _____
   e. _____
   f. _____

3. What are some suggestions for improvement? Are there any immediate next steps we should take?
   g. _____
   h. _____
   i. _____

4. What information do we provide to volunteers/staff /local partners/communities about preventing or mitigating safeguarding risks encountered? Did they follow the advice/recommendations/procedures/protocols?

    j. _____
    k. _____
    l. _____

5. Was the response appropriate for the nature of this incident/ complaint or do we need to change the policies/protocols/procedures we have in place to better address safeguarding incidents/ complaints? What do you think the changes should be?

    m. _____
    n. _____
    o. _____

6. Does this incident/complaint reflect a trend, and if so, what we can do about it?

    p. _____
    q. _____
    r. _____

7. Are there any feedback/comments/suggestions you would like to share?

    s. _____
    t. _____
    u. _____