

Online Learning Series

Managing Complaints and Investigations

Humanitarian and development organisations must handle sexual exploitation, abuse, and harassment complaints professionally, but they often struggle with understanding complaint protocols and structured investigation processes. The online learning series aims to teach staff about complaints management and investigations, providing clarity on roles, confidentiality, legal risks, and survivor protection, without requiring certification as investigators.

Who Are We?

Community World Service Asia (CWSA) is a humanitarian and development organisation and a member of Sphere and the Core Humanitarian Standard (CHS) Alliance. We are also the Regional Focal Point for the Asian Disaster Risk Reduction Network's (ADRRN) Quality & Accountability Hub, Sphere Country Focal Point in Pakistan and the Regional Partner in Asia for Sphere. CWSA is highly committed towards Accountability to Affected People and People Centered Aid. We have offered different webinars and learning series over the last years to raise more awareness on overall accountability as well as its key aspects such as establishing efficient and transparent complaints/feedback systems and protection from and prevention of sexual exploitation and abuse.

Who Should Apply?

This learning series is ideal for professionals from

- NGOs,
- INGOs

who are directly responsible for, or closely engaged in:

- Complaints and Feedback Mechanisms
- Safeguarding and PSEA initiatives
- Accountability, Compliance, and Risk Management
- Internal Audits and HR Oversight

Target roles include:

- Senior Management
- Safeguarding & Complaints Focal Persons
- Safeguarding Committee Members
- Compliance & Investigation Leads
- MEAL Managers
- Internal Auditors
- HR Managers



Trainer

Ester Dross

Quality Assurance, Compliance and Investigations Specialist

Ester brings over 30 years of experience in the humanitarian sector. She has led sensitive investigations across Africa, Asia, Europe, and Latin America, and worked extensively on preventing and addressing SEAH. Ester has developed global training content and policies for INGOs and regularly advises organisations on safeguarding strategies and accountability systems.

Learning Outcomes

Session 1:

Understanding Complaints Assessment and Investigations - (21 July 2025) - 2.5 Hours

- Review key safeguarding policies and terminology
- Understand complaint intake and assessment
- Distinguish between preliminary and full investigations
- Introduction to investigation steps and principles

Session 2:

Investigation Planning, Roles & Responsibilities - (24 July 2025) - 2.5 Hours

- Develop a comprehensive investigation plan
- Define roles throughout the complaint and investigation cycle
- Identify responsibilities, limits, and teamwork approaches
- Embed confidentiality and sensitivity measures

Session 3:

Interview and Investigation Techniques - (28 July 2025) - 2.5 Hours

- Learn basic interviewing principles and the PEACE model
- Practice preparing for and conducting interviews
- Understand common challenges and ethical considerations

Session 4:

Managing Risks, Referrals, and Financial Planning - (31 July 2025) - 2.5 Hours

- Identify legal and operational risks linked to complaints
- Design effective referral systems
- Plan for investigation-related costs
- Discuss preventive approaches to reduce risk of misconduct

What are you paying?

USD 100 for NGOs

USD 150 for INGOs

For any queries, please reach out to
qa.support@communityworldservice.asia



APPLY HERE

Deadline: **11 July 2025**

- Selected Participants will be informed and **provided with zoom link**
- **Attendance in all sessions is mandatory** for selected participants
- Includes **light assignments** between sessions for reflection and practice