

## Reporting a safeguarding concern

**If you experience, witness or suspect safeguarding misconduct on the CLEAN Helpdesk, please report it immediately using one of the following options:**


**1. The CLEAN Helpdesk confidential online reporting form**, available on the CLEAN Helpdesk Gateway Platform ([www.clean-helpdesk.org](http://www.clean-helpdesk.org))

*SouthSouthNorth (SSN) receives all reports made using the online form. Reports are triaged to determine which CLEAN Helpdesk partner the case belongs to so that it can be handed over to them, and to determine any support needs.*

**Alternatively, all CLEAN Helpdesk partners have their own reporting mechanisms that can be used to report any safeguarding misconduct associated with their staff, or the components of the project under their responsibility:**

**SouthSouthNorth (SSN) – Bronwen Woodward** Contract, Climate and Risk Management (CCRM) Lead  [bronwen@southsouthnorth.org](mailto:bronwen@southsouthnorth.org)

**ODI Global – Michelle King** Chief People Officer, or **Marvin Barrios** Head of IT and Digital Transformation  [safeguarding@odi.org.uk](mailto:safeguarding@odi.org.uk)

**Social Development Direct (SDDirect) – Loulou Shah** Safeguarding Technical Expert  [loulou.shah@sddirect.org.uk](mailto:loulou.shah@sddirect.org.uk)

**Paul Watkiss Associates (PWA)** – please use SSN's reporting mechanisms or the online reporting form available on the gateway platform.

**What happens next?** The CLEAN Helpdesk will ensure that all reports are taken seriously, that all responses are timely, respectful, professional, and confidential, and that all cases are handled by professional safeguarding personnel with the appropriate expertise.

**CLEAN Helpdesk partners aim to act on all safeguarding reports within 24 hours of receipt,** and to ensure that all referrals for support services are made within 72 hours, particularly in the event of sexual exploitation, abuse and sexual harassment (SEAH) in order to receive any necessary life-preserving medical treatment or psychological support.