Concerned organization explains the process and manage expectations (i.e. referral of allegation for follow-up and potential investigation, timeframes, level of anticipated feedback on status of the case).

PSEA Coordinator acknowledges receipt, records case to SEA confidential spreadsheet, and refers within 36hrs to Head of the concerned organization.

Head of concerned organization refers the case to investigations as per organization internal protocols. The PSEA Focal Points and Coordinator DO NOT carry out investigations nor gather evidence. They collect information necessary to fill out the Iraq Inter-Agency complaint Referral Form.

Head of concerned organization ensures preventive and responsive measures such as safety assessment, awareness-raising and victim assistance are provided.

Head of concerned organization coordinates Child Protection service providers if a child is involved.

Concerned organization explains the process and manage expectations (i.e. referral of allegation for follow-up and potential investigation, timeframes, level of anticipated feedback on status of the case).

Head of concerned organization ensures Complainant/Survivor are provided feedback.

CORE PRINCIPLES

Provision of assistance to a Survivor/Victim is never linked to the nature of a report or outcome of an investigation.

All survivors/victims are entitled to safe assistance within 24hrs of their informed consent.

Confidentiality must be observed throughout the process.

PSEA Iraq Process Flow

1. Complainant/Survivor/Witness

   - Information Feedback Points i.e. protection desk
   - Iraq Information Centre (IIC) 80069999
   - Complaint and Feedback Boxes
   - Community-based engagements/direct communication

2. Is the complaint potentially about SEA?

   - YES
     - Record information using the Iraq inter-agency Complaint Referral Form
     - Is the concerned organization/alleged perpetrator known?
       - YES
         - PSEA Coordinator in consultation with relevant key actors conduct preliminary inquiry, ensures safety audit is done and provides any support needed.
       - NO
         - Follow the relevant referral pathway related to the specific issue
     - NO
       - Is the complaint related to other humanitarian/development issues?
         - YES
           - If further action can be taken, seek IASC support for investigation and ensure feedback is provided to Complaint/Survivor
         - NO
           - Convene PSEA coordination team for urgent meeting

   - NO
     - Can the concerned organizations be identified and do they have the capacity to respond?
       - YES
         - PSEA Coordinator records the case to SEA confidential spreadsheet and refers to Head of concerned organization
       - NO
         - Follow the relevant referral pathway related to the specific issue

3. FOLLOW THE APPROPRIATE REFERRAL PATHWAY RELATED TO THE SPECIFIC ISSUE.

   - Head of concerned organization ensures preventive and responsive measures such as safety assessment, awareness-raising and victim assistance are provided.

   - Core Principles

   - Provision of assistance to a Survivor/Victim is never linked to the nature of a report or outcome of an investigation.

   - All survivors/victims are entitled to safe assistance within 24hrs of their informed consent.

   - Confidentiality must be observed throughout the process.