**Integrating the UN Guatemala hotline managed by WFP as a part of the CBCM**

**Concept note[[1]](#footnote-1)**

# Inter-agency CBCM

The inter-agency **Community-based Complaints Mechanism (CBCM)** is a process that works to ensure that communities receiving UN support and services can raise their SEA allegations involving the UN personnel who deliver these services, to the relevant UN authorities through transparent complaint and feedback mechanisms (CFMs) based on Standard Operating Procedures (SOPs) for the referral of SEA allegations.

CBCM, as such, is not a physical “thing” –such as a new CFM, an office, or a call centre– but rather connects and complements the agency CFMs that already exist, while now integrating SEA allegations to link them with the due assistance referral pathways to ensure that allegations are investigated and survivors receive assistance as soon as an allegation is received.

The aim of an inter-agency CBCM is that a complainant can go to any complaint channel with a complaint about any organization and his/her complaint will reach the appropriate AFP for investigation and follow-up.

**6 Steps to Establish a CBCM**

In the context of an inter-agency CBCM, **complaint handling** occurs through the agreed referral pathways for complaints and victim assistance services, as part of the SOPs (see attached). Linking the various CFMs, i.e. having agreement of all stakeholders on how to refer allegations from a CFM to the appropriate unit of the concerned agency, is what makes the CBCM “inter-agency.” The SEA complaint referral pathway consists at its minimum of a Contact List of the personnel in each organization who will receive SEA complaints. It can also be useful to create a visual diagram of the referral pathway as part of the SOPs.

**Model complaint handling process in an inter-agency CBCM**

***Immediately follow up with victim to manage expectations***

***Provide feedback to the complainant on status of the investigation and follow-up on assistance needs***

# UN Guatemala CBCM

The UN Guatemala PSEA Network is in the process of establishing the CBCM, which will include the following CFM:

* UN Guatemala hotline (scaling up the hotline managed by WFP)
* Common reporting email overseen by the PSEA Coordinator (Guatemala-psea@un.org)
* Field level staff trained to receive complaints and to report any action that could constitute PSEA (together with OCHA)

The PSEA Network is coordinating with GICI to create **outreach materials and a communications strategy** regarding the CBCM, since the use of CFMs requires significant outreach/sensitization efforts, internally and externally.

In addition, a victim assistance focal point has been appointed and the PSEA Network is in the process of finalizing a Victim’s Assistance Protocol/Strategy (see attached).

# Funding of the UN Guatemala CBCM

An inter-agency CBCM requires extra staff efforts at the beginning to set it up but comparatively little direct funding to maintain. The aspects of a complaint system that cost money –running complaint channels and providing survivor assistance– are not costed to an inter-agency CBCM because it builds on the pre-existing channels and services from member organizations.

While a CBCM is designed to incorporate existing complaints and assistance structures where possible, there are PSEA activities that need continuous financing, such as coordination, managing the CBCM system itself, and prevention activities – particularly training**.** At a minimum, a CBCM needs:

* Sufficient financial resources and/or in-kind contributions to hire, maintain reporting channels, run awareness and training events, and provide victim assistance if the existing service providers do not offer the necessary services.
* Sufficient human resources to process and refer complaints in a timely manner, and to devote time and energy to the CBCM, including reporting back to member agencies and participating in trainings.
* Sufficient resources to train agency CBCM Focal Points, in order to transfer institutional knowledge and guard against the effects of staff turnover.

**A sustainable resource plan is critical in CBCMs**, because external funding for PSEA-related initiatives is inherently difficult to secure, given that SEA is a staff misconduct issue. **It is the responsibility of participating agencies to fund the CBCM**. Agencies need to supply CBCMs, both monetarily and with human resources. It must be an ongoing priority of the CBCM to continue advocating with participating agencies to meet the resource requirements for maintaining a CBCM. Investing in the quality of the inter-agency CBCM is an investment in accountability and quality.

Options for funding the inter-agency CBCM include:

* **Programme budget.** Including a standard budget line for PSEA/CBCM in any country programme or project budget.
* **UNCT cost-sharing.** This could include AFP commitments to allocate funds, e.g. as part of drafting the PSEA Network Work Plan and assigning lead agencies to activities.
* **Donor funding.** AFPs can advocate for donor funding to particularly effective CFMs through donors who have a particular interest in PSEA. Donors can link PSEA compliance with funding across projects (PSEA-contingent donor funding).
* **Humanitarian Response Plan (HRP).** If PSEA is included in the HRP, this helps to ensure that PSEA activities are properly and sustainably resourced throughout the financial year. The PSEA Coordinator, on behalf of the PSEA Network, should coordinate with OCHA and the various clusters to incorporate PSEA into their Humanitarian Needs Overview.
* **CBCM specific funding.** A properly established CBCM can in many humanitarian contexts constitute a separate fundable project.

Additionally, OCHA investigations fund can provide rapid grants to organizations to reimburse for costs incurred in **investigating cases of SEA** and sexual harassment, including the cost of investigators.

Options for covering the costs of **assistance and services** to SEA victims and survivors include:

* **GBV funding.** The cost of funding services to support SEA survivors can be borne by the GBV sub-cluster and sustainable funding “to the CBCM” can be delivered by funding existing or new GBV services.
* **Victim Trust Fund.** The Trust Fund to support victims of SEA provides funding to specialized services (medical care, legal services, and psychosocial support, etc.) that deliver assistance and support to complainants, victims, and children born as a result of SEA, and to address service gaps in the provision of assistance and support.

# The UN Guatemala hotline managed by WFP as a part of the CBCM

WFP currently manages a hotline in Guatemala, which receives calls related to WFP and UNHCR. A WFP staff member acts as operator of the hotline and answer calls from 08:00 to 17:00 during weekdays.

For the coming months in **2021**, the following actions can be contemplated:

* Training on PSEA and on CBCM referral procedures provided to the WFP staff member who acts as operator, in order to identify cases to remit to the Victim Assistance Focal Point.
* Integration of the “Hotline Standard Operating Procedures (SOPs) for SEA related calls” into WFP’s existing SOPs/guidelines for the hotline.

To scale up this CFM as part of the Guatemala CBCM in **2022**, the following actions are needed:

* Assign a budget/resources for the management of the hotline.
* Employ an independent third party to provide the operators for the hotline. Suggested staff is initially one full-time operator, with the possibility of increasing the number of operators on a quarterly basis, depending on the number of calls received.
* UNCT approval of protocols on complaint handling, information exchange, referrals/response, and information management.
* UNCT approval of a logging system for all calls, including information on the number of calls received, the type of calls, and action taken.
* Continuous training on PSEA and on CBCM referral procedures for the third-party hotline operators, coordinated by the PSEA Network. This training should prepare operators to receive SEA complaints directly.

All AFPs with field-presence in Guatemala should be invited to use, contribute to, and inform users about the hotline.

1. The main reference documents for this concept notes are the [*Best Practice Guide Inter-Agency Community-Based Complaints Mechanisms*](https://interagencystandingcommittee.org/iasc-task-team-accountability-affected-populations-and-protection-sexual-exploitation-and-abuse/iasc-best-practice-guide-inter-agency-community-based-complaints-mechanisms-2016) (IASC, 2016) and the [*Frequently Asked Questions on inter-agency PSEA*](https://interagencystandingcommittee.org/system/files/2020-04/IOM%27s%20FAQs%20on%20Inter-Agency%20PSEA%20%282019%29_0.pdf) (IOM, 2019). [↑](#footnote-ref-1)