Sexual exploitation and abuse complaints in Tanzania may be reported directly by the victim or by anyone else who may have a suspicion or concern. If an allegation of sexual exploitation and abuse is reported to you, always ensure a victim-centred approach in which the wishes, safety, and well-being of the victim remain top priority in all matters and procedures. This includes:

**RESPECT:**
Treat the victim (or complainant, if different) with dignity and respect by always believing the victim, ensuring privacy, and making them as comfortable as possible.

**SAFETY:**
The victim’s safety must be top priority, and you need to consider both the immediate and on-going protection needs of anyone involved in a sexual exploitation and abuse allegation.

**CONFIDENTIALITY:**
Always explain the mandatory requirement to report on all sexual exploitation and abuse allegations. If the victim is the complainant, seek their informed consent to share information confidentially. If a victim has not given consent to report the incident, there is nevertheless the obligation to report.

**NON-DISCRIMINATION:**
Anyone in need of support shall be given equal and fair treatment, and victim assistance must always be provided in a manner that is non-discriminatory; age, disability, and gender sensitive; as well as culturally appropriate.

**NOTE:** you should never investigate an allegation of SEA - doing so could disrupt due process and tamper with evidence.

Remember: Receiving quality medical care within 72 hours can prevent transmission of sexually transmitted infections, and within 120 hours can prevent unwanted pregnancy.

### To report concerns:

- **Agency:**
- **Contact Name:**
- **Phone Number:**
- **Email:**
- **URL:**
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What is the role of a PSEA Focal Point?

A PSEA Focal Point should:
• Act as a potential entry point for reporting.
• Receive and refer complaints for action.
• Ensure referrals to quality victim assistance and support.
• Lead on PSEA activities, including awareness raising and training.

A PSEA Focal Point must never:
• Act as an investigator.
• Seek out sexual exploitation and abuse victims.

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Whom to Contact, Where to Go.

Print out the Tanzania PSEA Focal Point contacts and locations list and paste onto this A4 space.

Please ensure you update it regularly so you always have the most recent Focal Point contact information.

Thank you.

...when you or someone you know is confronted with sexual exploitation or abuse. We will listen to you and support you.

*Adapted from the Ehtiopia PSEA Network*
Sexual exploitation and abuse by aid workers constitute acts of gross misconduct and are therefore grounds for termination of employment.

Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defence.

Exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour is prohibited. This includes exchange of assistance that is due to beneficiaries.

Any sexual relationship between those providing aid assistance and protection and a person benefiting from such aid assistance and protection that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work.

Where a aid worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.

Aid workers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.

**IASC’s core principles relating to sexual exploitation and abuse by aid workers in Tanzania**

1. Sexual exploitation and abuse by aid workers constitute acts of gross misconduct and are therefore grounds for termination of employment.
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An effective complaints mechanism checklist

For a complaint mechanism to be effective and trusted by communities and workers, complaints must be responded to and complainants should be kept informed of the outcome of action taken within an appropriate time frame.

1. Complaint received
2. Complaint acknowledged to complainant and recorded in complaint system
3. Complaint referred to other agency or organisation (if necessary)
4. Complaint reviewed and investigated
5. Feedback given to complainant and programmes adapted by agency or organisation where necessary
6. Appeals and complaints within organisation’s investigation process is resolved, inclusive of the complaint

To know your complaints mechanism is working, use this checklist

This is ‘closing-the-loop’ – if feedback is not provided then the loop is not considered ‘closed’ and the system cannot be truly effective or accountable to all parties involved.

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How do I refer a SEA complaint?

**Complaint received by/referred to PSEA Focal Point**

**Route 1**
Complaint implicates personnel in Tanzania.

PSEA Focal Point reports complaint following their own internal PSEA complaint handling procedures

**Route 2**
Complaint implicates personnel from a different agency in Tanzania, or the subject of the complaint is unknown but from a known agency, or the complainant is anonymous.

PSEA Focal Point forwards the complaint to the Focal Point of the alleged perpetrators agency.

**Route 3**
The agency of the alleged perpetrator(s) is unknown.

PSEA Focal Point reports complaint following their own agency’s internal PSEA complaint handling procedures. They alert the PSEA Coordinator or PSEA Network to ensure an adequate response to potential protection needs of the allegedly affected person.

**Immediate survivor assistance**
PSEA Focal Point refers survivors and complainants for immediate protection and medical follow-up if necessary and the survivor consents.

**Investigation**
Based on relevant protocols internal to each agency.

**Feedback / close the loop**
Based on the relevant procedures of the agency, feedback is given to the complainant and the other relevant parties, and a report made to PSEA Network.

**To report concerns:**

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**PSEA Focal Points**

**How to respond to a survivor**

**Do**
- Allow the survivor to approach you
- Offer words of comfort and support, and reinforce that what happened was not their fault
- Ask the survivor's permission to report what happened
- Explain confidentiality
- Explain how the complaint process works
- Provide information about available services
- Manage expectations of your role
- Listen more than you speak

**Don’t**
- Ignore someone who approaches you about SEA
- Pressure the survivor to share more information than they are comfortable sharing
- Offer your own advice or opinion on what they should do next
- Doubt or contradict what someone tells you – you should listen without judgement
- Make assumptions or discriminate
- Ask questions about what happened - instead, listen and ask what you can do to support
- Share details of the incident and personal identifiers with anyone
- Overreact – stay calm

**What to say**
- “How can I support you?”
- “I am sorry this happened to you, and it was not your fault.”
- “Please share with me whatever you want to share. You do not need to tell me about your experience in order for me to provide information about services available to you.”
- “Here are the details of services [including the location, times that the service is open, the cost if applicable, and transport options] and name of the person you can talk to.”
- “I will support you as much as I can. I can share information that I have on support that is available to you.”
- “Do not feel pressure to make any decisions now. You can think about things and always change your mind in the future.”
- “I cannot talk to anyone on your behalf to try and resolve the situation. But what I can do is support you during our conversation and listen to your concerns.”
- “It sounds as if you have a plan for how you would like to go from here. That’s a positive step.”

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