



TANZANIA PROTECTION FROM SEXUAL  
EXPLOITATION AND ABUSE (PSEA) NETWORK

## Sexual Exploitation and Abuse (SEA)

# A victim-centred approach

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.*

- Provide information on available support and assistance.
- Share what you know and, most importantly, explain what you do not know.
- Let the victim decide if he or she want to access any support and services.



### To report concerns:

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DECADE  
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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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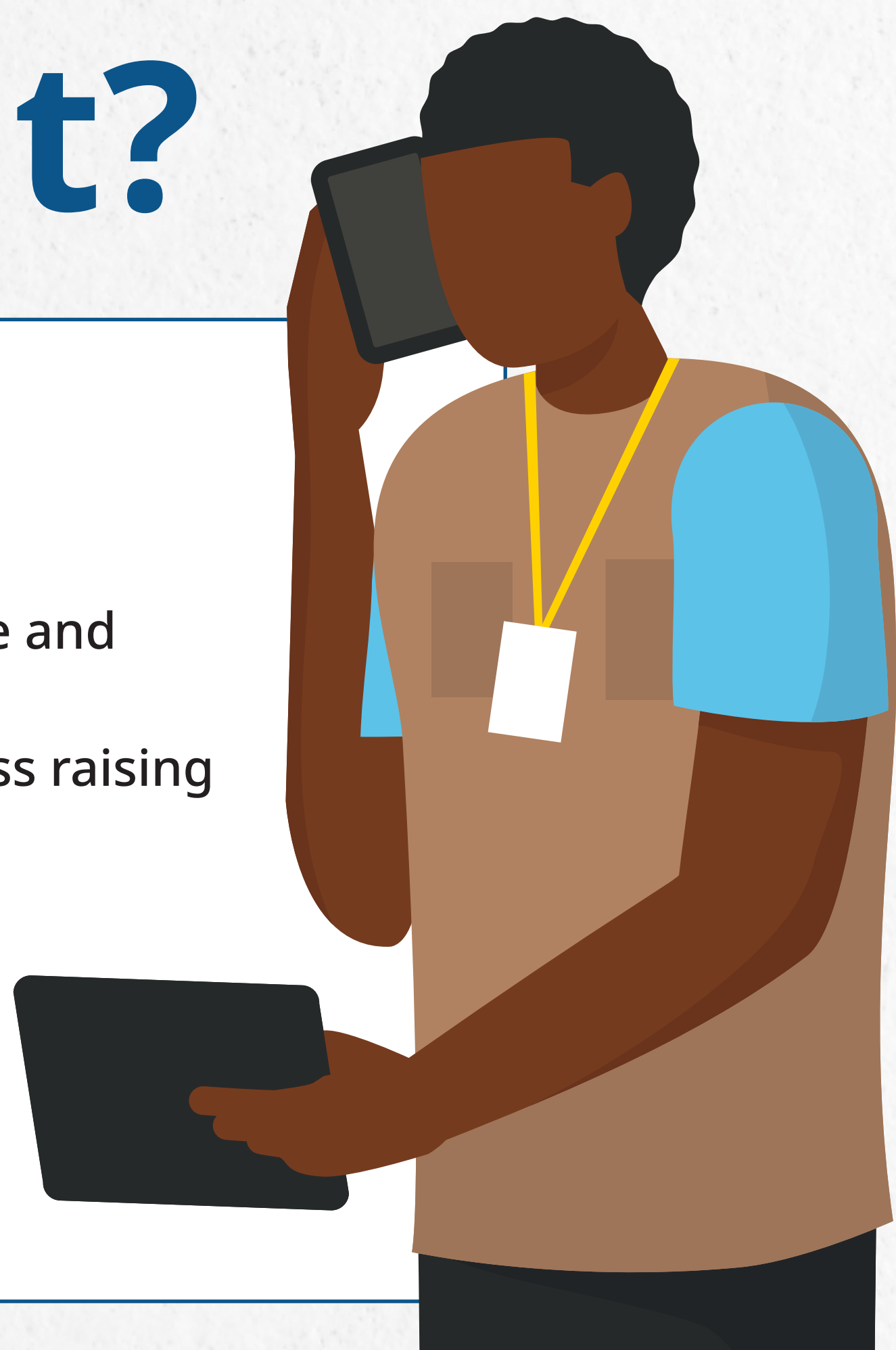
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# Whom to Contact, Where to Go.

*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.**





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## 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.

2

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.

3

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.

4

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.

5

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.

6

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.



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Steps to follow

# 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.

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:

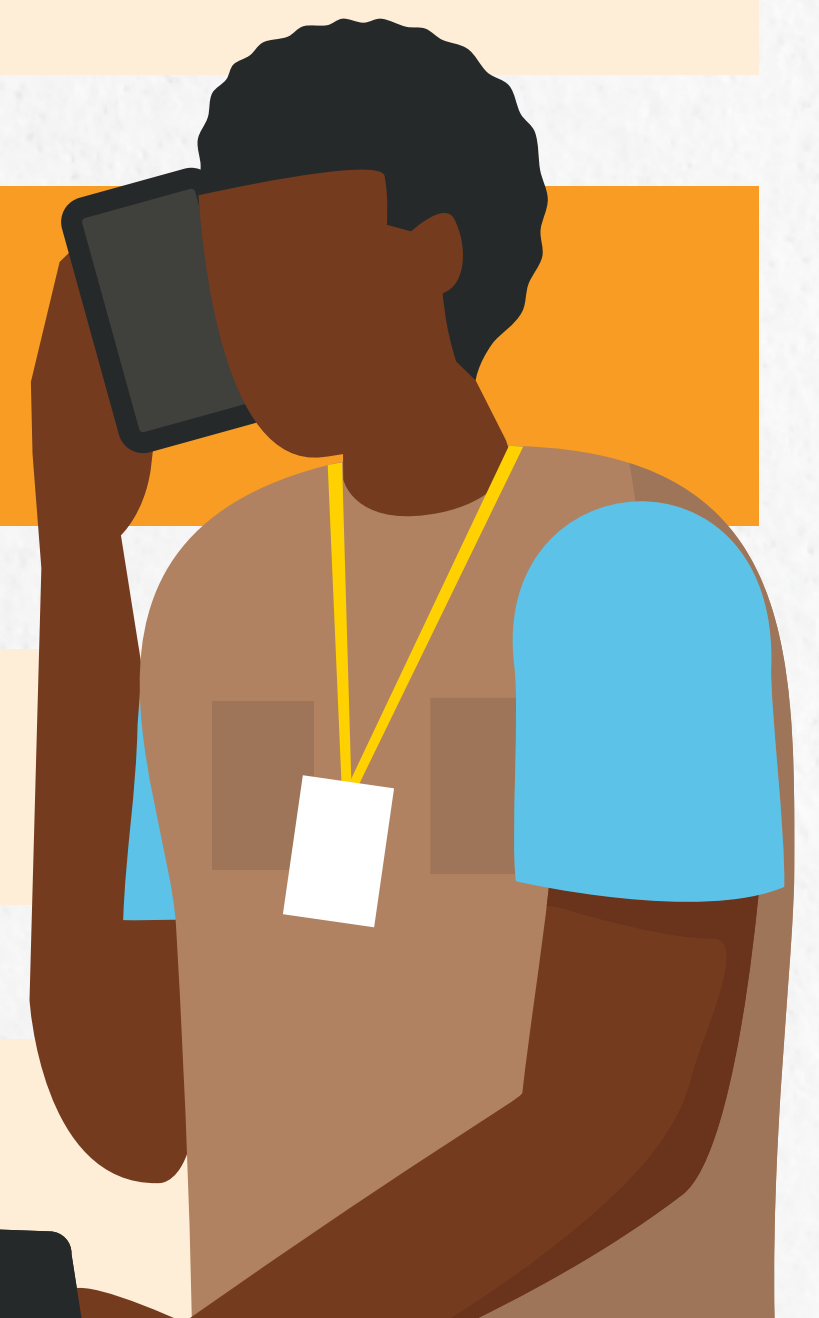
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## PSEA Focal Points

# How to respond to a survivor

### Do

LISTEN  
EMPATHISE  
TAKE ACTION

- 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  
INVESTIGATE  
OVERREACT

- 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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