## **SUDAN PSEA NETWORK**

# How do I refer a SEA complaint?

## Complaint received by/referred to PSEA Focal Point

#### Route 1

Complaint implicates personnel in Sudan.

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

#### Route 2

Complaint implicates personnel from a different agency in Sudan, 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:	
Agency	
Contact name	
Phone number	
Email	
URL	