

Reporting Allegations and Incidents of Sexual Exploitation and Abuse: Nigeria Inter-Agency SEA Community Based Complaints Mechanism

- Survivor self-reports an incident of Sexual Exploitation and Abuse (SEA)
- Survivor tells someone he/she trusts and the person (s) makes a formal complaint of SEA

Entry points for reporting

- Toll Free helplines/hotlines
- Confidential email
- Women and Girls Friendly Spaces (WGFS); Child Friendly Spaces (CFS), adolescent/youth friendly spaces, school and learning centres,
- Health centres/facilities; Protection complaint desks; Complaints and feedback boxes in camps and communities, distribution sites,



Immediate response from person receiving complaint /allegation of SEA

- Provide a safe and confidential environment
- Conduct and immediate safety, health and psychosocial needs assessment
- Refer survivor/complainant using the GBV referral pathway for medical, psychosocial and GBV case management services
- **Using the inter agency SEA intake and referral form, record only the necessary information.** PROTECT the form. DO NOT try to ascertain whether or not the allegation is true or to make any investigation into the allegation.



Report the complaint confidentially to your agency PSEA Focal Point or Manager or Investigative Body, as soon safely as possible – Within 24hours*.

Where the agency reporting channel is compromised, not known, refer the complaint to **PSEA Coordinator** nga.psea@humanitarianresponse.info as soon as safely possible. Complaint is **referred for investigation**

Through the PSEA Coordinator, **the RC/HC should confidentially be notified** that an allegation has been received.

If the complaint implicates a staff member of the same organization; Refer complaint internally to the head of the organisation or investigative body

If the complaint implicates a staff member of a different organization; Refer complaint to the PSEA FP/investigative body of the accused person's organisation

If the complaint is a rumour or alleged perpetrator(s) affiliation unknown; Refer internally to the organisation and alert the PSEA Coordinator to ensure the task force takes necessary measures

If the complaint implicates a member of the local community inform complainant of relevant options including reporting to the police if appropriate and survivor is interested in this option

Complaint implicates or a security actor: For Nigeria Police Force (NPF) Call PCU – 08057000001, 08057000002; SMS and WhatsApp: 08057000003;

For Nigeria Security & Civil Defence Corps: Call PCR 08033941284, 08033941284

Investigation initiated in line with IASC & agency investigation policy. Agency carries out relevant administrative and disciplinary measures. Provide **feedback** to the survivor/complainant.

Through the PSEA Coordinator, agency provides a **progress report to the RC/HC**

NOTE: In accordance with the IASC core principles and Section 3.2 of ST/SGB/2003/13, all humanitarian personnel have a duty to report all allegations of sexual exploitation and abuse. Reports must be made as soon as an allegation is received.

*While reporting within 24hours is emphasised, it's important that reports are made as soon as the person's feels safe to report; taking into consideration the complex security situation in some locations.