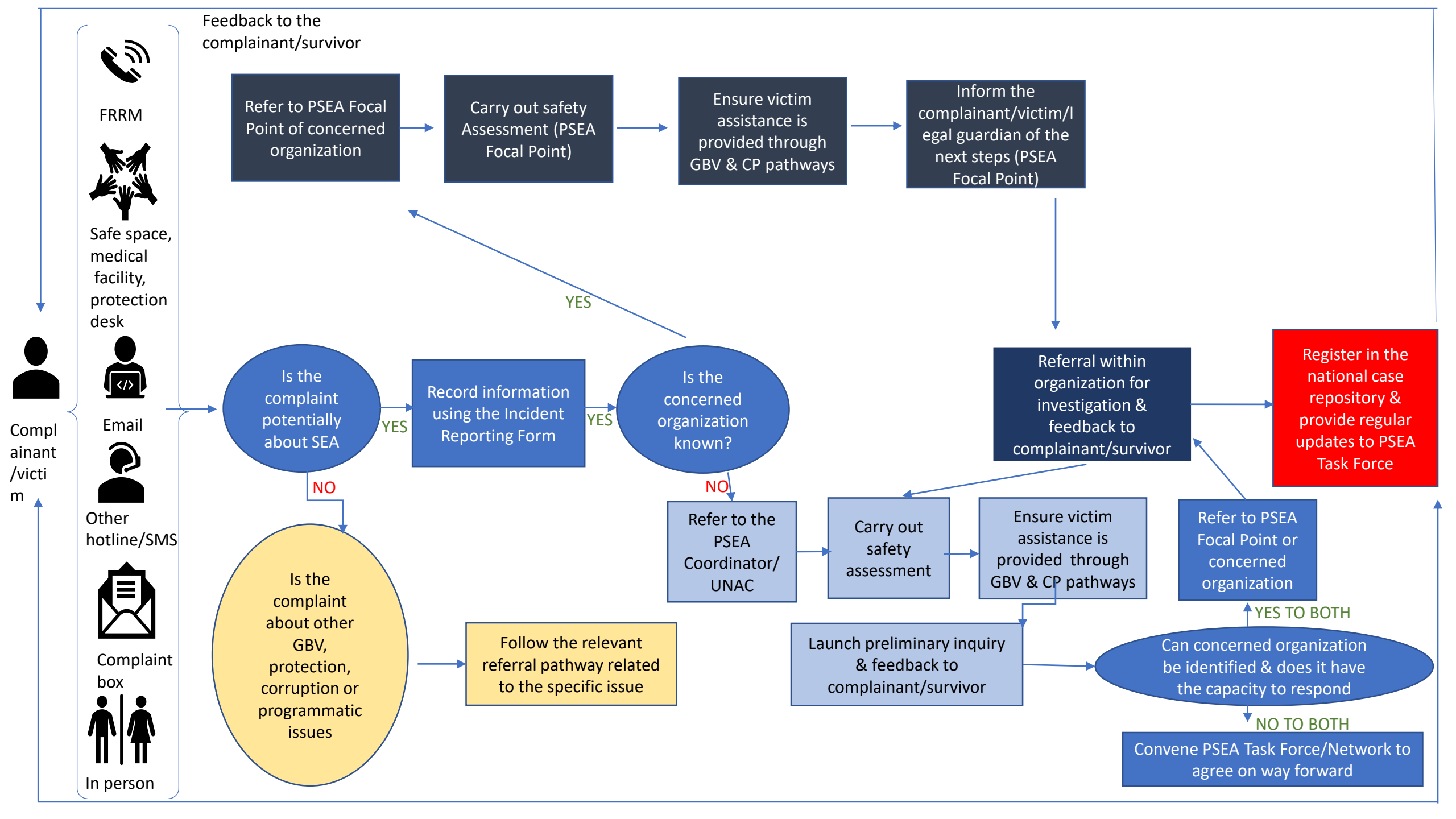
Feedback to the complainant/survivor
FRRM
Safe space, medical facility, protection desk
Email
Other hotline/SMS
Complaint box
In person
Complainant /victim
Refer to PSEA Focal Point of concerned organization
Carry out safety Assessment (PSEA Focal Point)
Ensure victim assistance is provided through GBV & CP pathways
Inform the complainant/victim/legal guardian of the next steps (PSEA Focal Point)
YES
Is the complaint potentially about SEA
YES
Record information using the Incident Reporting Form
YES
Is the concerned organization known?
NO
Referral within organization for investigation & feedback to complainant/survivor
Register in the national case repository & provide regular updates to PSEA Task Force
NO
Refer to the PSEA Coordinator/ UNAC
Carry out safety assessment
Ensure victim assistance is provided through GBV & CP pathways
Refer to PSEA Focal Point or concerned organization
YES TO BOTH
Is the complaint about other GBV, protection, corruption or programmatic issues
Follow the relevant referral pathway related to the specific issue
Launch preliminary inquiry & feedback to complainant/survivor
Can concerned organization be identified & does it have the capacity to respond
NO TO BOTH
Convene PSEA Task Force/Network to agree on way forward