

## Guidance on Receiving, Recording & Referrals of Sexual Exploitation and Abuse (SEA) Incidents

### Introduction

**Sexual Exploitation and Abuse (SEA)** is essentially a term used to describe inappropriate sexual conduct perpetrated by aid workers against recipients of assistance and other vulnerable members of the community we serve. Sexual Exploitation and Abuse (SEA) constitutes acts of gross misconduct. Every aid organization has a fundamental responsibility to take appropriate action.

Sexual exploitation and abuse is a system-wide concern that requires a coordinated response. The inter-agency complaints mechanism is a process that allows anyone (community member or staff) to bring an SEA allegation and the complaint will reach the concerned agency while the complainant receives services that they need.

Following PSEA-Community Based Complaints Mechanism (PSEA-CBCM) trainings for Complaints and Feedback Handlers (CFM) in September & October 2021; it was recommended that CFM Standard Operating Protocols (SOPs) should be harmonised. As part of this process, include specific protocols and steps for intake and referrals of sexual exploitation and abuse incidents.

This document is therefore developed specifically for field teams who regularly engage with the affected community members in the course of performing their roles and are therefore potential avenues for receiving complaints. These include, but not limited to, CFM handlers, protection monitoring, assessment teams, CCCM, GBV and CP actors, among others.

### Minimum Requirements to Enable Safe & Accessible Reporting Channels For SEA

- Ensure written procedures (SOPs) on complaints handling are available and regularly inform staff members about them.
- Establish formal procedures (Protocols) for information handling processes, from collection to exchange and archiving or destruction.
- Ensure all offices and service delivery points have clear information on how to file SEA reports and provide survivor assistance where relevant.
- Ensure service providers for GBV and Child Protection are mapped out for each location to facilitate referrals for immediate assistance.
- For the staff involved in victim care and support, always share only information they need (without sharing the whole SEA incident intake and referral form) and with the consent of the survivor.
- Entry points for reporting should be secure, visible & accessible to beneficiaries. Conduct regular assessment of functionality, safety and accessibility of entry points and ensure recommendations are adapted to considerations for age, gender, and literacy.
- Security safeguards appropriate to the sensitivity of the information must be in place prior to any collection of information.
- Implement strict data security & protection measures for both digital and hard copy information on incidents. Information on SEA allegations should only be shared on need-to-know basis.
- Link agency reporting channels to the inter-agency reporting channels by including the toll-free line 0800-000-2022 and email [nga.psea@humanitarianresponse.info](mailto:nga.psea@humanitarianresponse.info)
- Ensure that staff receiving complaints are trained on handling SEA allegations, integrate the notion of informed consent.

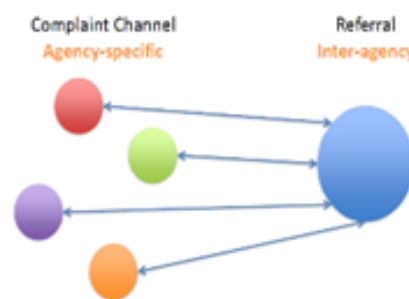
At minimum, an aid worker should:

Understand what constitutes sexual exploitation and abuse (SEA) & Sexual Harassment (SH).

Have knowledge of what to do if disclosures of SEA/SH do arise in the context of their work and referrals need to be made.

Recognize what should be reported as suspected or alleged SEA/SH, and how to report.

### What does "inter-agency" mean?



## What Constitutes an Allegation of Sexual Exploitation and Abuse (SEA)

**Any suspicions, concerns, rumours or complaints** about sexual exploitation and abuse include:

- Sexual activity with a child (any person under 18 years old).
- Exchange of money, food, employment, goods, assistance or services for sex or sexual favours,
- Paying to have sex with sex workers.
- Relationship with a person benefiting from assistance and protection that involves improper use of rank or position.
- Sexual activity that is forced upon another individual
- Use of a child or adult to procure sex for others.

### The Potential Perpetrators include

- Aid workers (staff including consultants, interns, volunteers, and casual workers/labourers of UN agencies, INGOs, NGOs,)
- Implementing partners of UN and NGOs
- Everyone associated with or implementing actions on behalf of the UN/NGOs – Vendors and contractors
- Actors who have specific mandate or role in providing humanitarian assistance and protection to the IDPs or refugees (including NPF, military, CJTIF, NSCDC, SEMA, NE-MA, government ministry officials)

## Handling Disclosures, Intake & Referrals for SEA

### If and when you are made aware of Sexual Exploitation and Abuse (SEA)

#### If the complaint is from the victim/survivor

- \* Provide a safe, caring environment and respect the confidentiality and wishes of the survivor.
- \* Explain the mandatory reporting requirement and the complaint process, the reporting policy, and procedures, explaining survivor/complainant's involvement in the process, rights and what protections can be offered.
- \* Reassure complainant that information will be kept private and shared strictly on

a need-to-know basis.

- \* Support the survivor to receive immediate assistance when required, make a referral to a GBV or child protection specialist.

#### If the complaint is by SOMEONE ELSE different from the survivor/victim

- \* Provide up-to-date and accurate information about any services and support that may be available to the survivor.
- \* Encourage the individual to share this information safely and confidentially with the survivor so that they may seek support.
- \* DO NOT seek out survivors, even if you feel that you want to support him/her.

## What information do you receive & document?

Use the [inter-agency SEA intake and referral form](#) to Report:

- \* **WHO** was involved (**Survivor & complainant details**: Name, age, sex, address, contact details – including for the guardian if a child is involved. **Alleged perpetrator details**: Name, organisation, contact/address – if this information is not known, make descriptions as much as possible to help with the identification)
- \* **WHAT** happened: Brief description of incident(s) in the words of the survivor/complainant. Indicate if there is pregnancy involved?
- \* **WHERE** did it happen: Location of incident?
- \* **WHEN** did it happen: Date and time of incident?
- \* **WHAT assistance** has been provided: Brief-

ly describe service(s) provided or referral made for service provision to survivor.

**IS** the perpetrator a continuing threat to the safety of the survivor, complainant, staff, or any beneficiary? Please explain any safety concerns:

**DO NOT** attempt to investigate the matter. Investigations are only conducted by trained personnel.

## REFER THE ALLEGATION

**WHEN**: Immediately/ as soon as safely possible

**HOW**: Using the inter-agency SEA intake and referral form

**WHERE**: **Confidential Inter Agency SEA Reporting Channels**

**Hotline**: 0800-000-2022.

**Email**: [nga.psea@humanitarianresponse.info](mailto:nga.psea@humanitarianresponse.info)

