Information Feedback Points i.e. protection desk



Dedicated email address: Iraq-psea@un.org



Iraq Information Centre (IIC) 80069999



Complaint and Feedback Boxes



Communitybased engagements/ direct communication



PSEA Coordinator

acknowledges receipt, records case to SEA confidential spreadsheet, and refers within 36hrs to Head of the concerned organization Head of concerned organization refers the case to investigations as per organization internal protocols

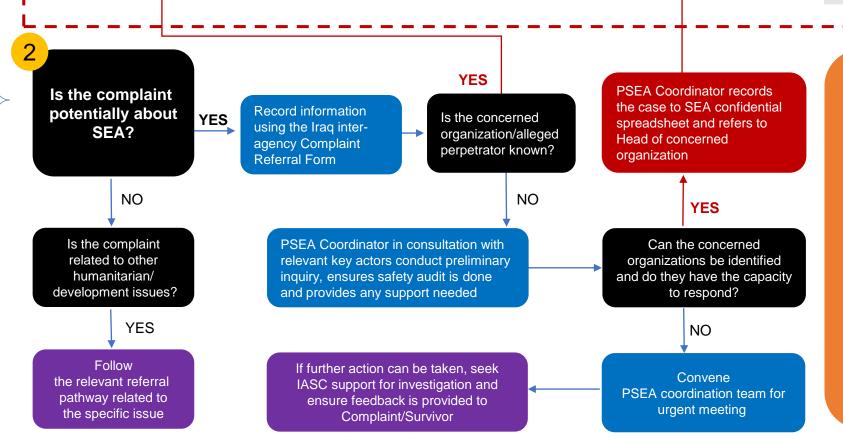
The PSEA Focal Points and Coordinator DO NOT carry out investigations nor gather evidence. They collect information necessary to fill out the Iraq Inter-Agency complaint Referral Form

Head of concerned organization ensures preventive and responsive measures such as safety assessment, awareness-raising and victim assistance are provided

Head of concerned organization coordinates Child Protection service providers if a child is involved

Head of concerned organization ensures Complainant/ Survivor are provided feedback

Concerned organization explains the process and manage expectations (i.e. referral of allegation for follow-up and potential investigation, timeframes, level of anticipated feedback on status of the case)



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Complainant/ Survivor/ Witness



Provision of assistance to a Survivor/Victim is **never** linked to the nature of a report or outcome of an investigation.

All survivors/victims are entitled to safe assistance within 24hrs of their informed consent

Confidentiality must be observed throughout the process