

Diagram 1: PSEA Process Flow - UNHCR Iraq

PSEA Iraq Process Flow Head of concerned Head of concerned organization Head of concerned organization refers the case ensures preventive and responsive organization to investigations as per measures such as safety ensures Complainant/ Survivor Information assessment, awareness-raising **PSEA Coordinator** are provided feedback Feedback Points and victim assistance are provided acknowledges receipt, records case i.e. protection to SEA confidential spreadsheet. The PSEA Focal Points and Concerned organization desk Coordinator DO NOT carry Head of concerned organization explains the process and and refers within 36hrs to Head of out investigations nor gather coordinates Child Protection service manage expectations (i.e. evidence. They collect providers if a child is involved referral of allegation for follow-up information necessary to fill and potential investigation, out the Iraq Inter-Agency timeframes, level of anticipated Dedicated email complaint Referral Form feedback on status of the case) address: Iraqpsea@un.org YES PSEA Coordinator records Is the complaint CORE Iraq Information the case to SEA confidential Record information potentially about Complainant/ Survivor/ Witness Centre (IIC) Is the concerned YES **PRINCIPLES** spreadsheet and refers to using the Irag inter-80069999 SEA? organization/alleged Head of concerned agency Complaint perpetrator known? organization Referral Form Provision of assistance to a linked to the nature of a NO NO YES report or outcome of Complaint and Feedback Boxes Is the complaint PSEA Coordinator in consultation with Can the concerned related to other relevant key actors conduct preliminary organizations be identified All survivors/victims are humanitarian/ inquiry, ensures safety audit is done and do they have the capacity entitled to safe assistance development issues? and provides any support needed to respond? within 24hrs of their YES NO Communitybased Follow If further action can be taken, seek engagements/ be observed throughout Convene the relevant referral IASC support for investigation and direct the process PSEA coordination team for pathway related to ensure feedback is provided to communication urgent meeting the specific issue Complaint/Survivor