



Regional Refugee Response
for the Ukraine Situation

Standard Operating Procedures for Providing Assistance to Survivors and Recording and Processing Sexual Exploitation and Abuse Complaints by Humanitarian and Development Actors in Moldova.

September 2022



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1. Purpose

- 1.1. These Standard Operating Procedures (SOPs) define steps and measures to be taken when there is suspected or alleged Sexual Exploitation and Abuse (SEA) committed by humanitarian and development actors in Moldova, which include UN Agencies/missions and partner INGO/NGOs, as well as non-UN affiliates part of the refugee response in Moldova. It outlines a standardized approach for recording and referral of all allegation/complaints received via existing complaint and feedback channels, implementing Secretary-General's Bulletin ST/SGB/2003/13 on "Special measures for Protection from Sexual Exploitation and Sexual Abuse (PSEA)" (9 October 2003) as well as the Secretary-General's Report A/71/818 dated 28 February 2017 on "Special measures for protection from sexual exploitation and abuse: a new approach", which emphasizes the importance of: (1) prioritizing the rights and dignity of survivors; (2) ending impunity through strengthened reporting and investigations; (3) engaging civil society and external partners; and (4) improving strategic communication for education and transparency.
- 1.2. The SOPs are designed to provide consistency in the way allegation/complaints are recorded, logged and referred to individual organizations for investigation, as well as the way survivor-centered assistance is provided. The SOPs provide information on assistance to survivors and key principles to keep in mind when recording and processing allegation/complaints, as well as reporting on SEA allegations.
- 1.3. The SOP is not intended to change or override the existing organization specific internal policies on PSEA. Rather, they are procedures to supplement internal policies and reinforce common action to prevent and respond to SEA, while providing guidance when reports of allegation/complaints need to be referred beyond one individual organization. The document also provides a set of minimum guidelines for Network members and partners to strengthen internal SEA allegations/complaints handling, where required.
- 1.4. Procedures related to sexual harassment of personnel members and cases of GBV which are not SEA are not included in these SOPs. More information on preventing and addressing sexual harassment and other forms of sexual misconduct can be found on the dedicated [IASC PSEA website](#), the [UN PSEA Website](#) and the [CEB website on SH](#).



2. Acronyms

AAP Accountability to Affected Populations
CBCM Community-Based Complaint Mechanism
CFM Complaints Feedback Mechanism
CBOs Community Based Organizations
CRM Clinical Management of Rape
CP Child Protection
GBV Gender-Based Violence
IP Implementing Partner
MHPSS Mental Health and Psychosocial Support
NGO Non-Governmental Organization
INGO International Non-Governmental Organization
PSEA Protection from Sexual Exploitation and Abuse
PEP Post-exposure Prophylaxis
RC Resident Coordinator
RCF Refugee Coordination Forum
SEA Sexual Exploitation and Abuse
SOC Subject of the Complaint
SOPs Standard Operating Procedures
UN United Nations
UNCT United Nations Country Team
UN Women United Nations Entity for Gender Equality and the Empowerment of Women
UNHCR United Nations High Commissioner for Refugees
UNODC United Nations Office on Drugs and Crime
UNCRC United Nations Convention on the Rights of the Child
WG Working Group
SWG Sub-Working Group



3. Scope

- A. The objective of these SOPs is to provide system-wide procedure of receiving, recording, sharing and referring information that is allegedly related to SEA incident ensuring proper response and reporting so that agencies can cooperate in referring and addressing SEA allegations in a safe, confidential and efficient manner, as well as to ensure minimum standards when promoting a survivor centered approach to SEA allegation/complaint case management by prioritizing assistance to survivors.
- B. The current SoP does not cover the SEA allegations received directly by the organizations regarding their own staff or implementing partners and is to be treated according to the organization specific SEA procedures and policies.
- C. The final responsibility to address a SEA allegation/complaint, follow-up on any investigation and take disciplinary action regarding confirmed misconduct lies with the individual organization or agency.
- D. This SOP covers and provides clarity on the following areas in the context of Moldova:
 - Key definitions
 - Key principles
 - Standardized method to receiving and forwarding SEA allegations/complaints
 - Roles and responsibilities of PSEA stakeholders and the PSEA Coordinator, including on reporting.
 - A common procedure for responding to SEA allegations including referrals for survivor assistance provision.
- E. All UN entities and humanitarian/development partners in Moldova that are not members of the existing PSEA coordination structures are invited and encouraged to endorse and implement the SOPs and to act according to its principles listed below. The PSEA Network and Taskforce are ready to provide the necessary support to organizations to ensure they can meet minimum operational standards regarding PSEA and to operationalize this SOP.

3.1. PSEA Coordination Overview

- A. In Moldova, two PSEA coordination structures co-exist: the UN PSEASH Task Force created in 2021 formed by UN entities in Moldova and the Refugee Coordination Forum PSEA Network created in 2022, under the leadership of



UNHCR considering its leading role for PSEA in refugee response under the Refugee Coordination Model¹.

- B. Both the RCF PSEA Network and the UN PSEASH Task Force will work in close collaboration and coordination with a clear division of responsibilities and maintaining regular joint meetings.
- C. The RCF PSEA Network and the UN PSEASH Task Force have agreed to develop this joint Standard Operating Procedure for Recording and Processing Sexual Exploitation and Abuse Complaints in Moldova.
- D. Considering the RCF PSEA Network is inclusive of UN PSEASH Task Force members, and includes the wider humanitarian community in Moldova, during the refugee's response, implementation of this SOP will be overseen by the RCF PSEA network, in close coordination with the UN PSEASH Task Force.
- E. UNCT PSEASH Task Force and the RCF PSEA Network will closely collaborate on PSEA related activities in Moldova, regularly meeting and consulting each other to ensure collaboration and non-duplication of efforts. While the RCF PSEA Network has the overall responsibility of PSEA coordination in the context of the refugee response, the UNCT PSEASH Task Force has the overall responsibility of PSEA coordination in the context of UN Development Programme. Both bodies will ensure their strategies, action plans and activities are complimentary and will aim to conduct joint activities whenever possible/feasible.

3.2. Overview of the UNCT PSEASH Task Force

- A. In line with the Management and Accountability Framework of the UN Development and Resident Coordinator System, a PSEASH Task Force has been established in 2021 in Moldova to coordinate PSEA and SH collective efforts among the UN Country Team in Moldova.
- B. The UNCT PSEASH Task Force is chaired and co-chaired by the heads of UN entities², and comprises PSEASH Focal Points of UN Entities in Moldova, and reports to the UNCT on UN system wide actions related to PSEA and SH.

1 According to the [IASC Vision and Strategy on PSEA \(2022-2026\)](#): "Where UNHCR is leading the refugee response: if there is no HC, UNHCR shall be accountable for coordinating PSEA; where an HC is appointed, the UNHCR/ERC Joint Note on Mixed Situations Coordination (2014) applies and the PSEA coordinator has a shared reporting line to the HC and the UNHCR Country Representative".

2 During 2022 the chairs and co-chairs were UNODC and UN Women.



- C. The UNCT PSEASH Task Force formulates and approves annual work plans and facilitates the implementation of trainings, informational materials, information sharing and refresher sessions on PSEASH prevention for all UN staff engaging on UN Development Programmes in Moldova. Moreover, it also works on system wide efforts to promote a working culture within the United Nations Country Team that is not

3.3. Overview of the RCF PSEA Network

- A. At the onset of the Ukraine refugee crisis, UNHCR established the inter-agency PSEA Network in March of 2022 to implement the Secretary-General's Bulletin on Special Measures for PSEA and promote accountability to affected populations, including refugees and host communities, in the context of the refugee response in Moldova.
- B. The PSEA Network is an inter-agency body for PSEA coordination in the context of Refugee Response in Moldova, promoting awareness, prevention, and oversight on protection from sexual exploitation and abuse by international and national personnel of the entities providing services to refugees in Moldova. The Network is NOT responsible for the investigation or adjudication of allegation/complaints. It seeks to be inclusive of all organizations and community groups and support capacity building and awareness raising to reduce risks and mitigate the effects of violations. The network is governed by the PSEA Network TOR (Annex F).
- C. PSEA Network will work to ensure that any allegation/complaint is received, logged, referred and followed-up on with the concerned organization when inter-agency SEA allegations/complaints are referred. The PSEA network also has an overall responsibility to promote the right of survivors to receive assistance and support according to their individual needs. The network achieves this through working in close collaboration with the GBV and Child-Protection Sub-Working Groups and utilizing established [GBV Referral Pathways](#) and [Child Protection Referral Pathways](#) to harmonize service provision and avoid creating parallel SEA-specific service structures.
- D. The PSEA Network – together with the APP Taskforce - is also responsible for ensuring sustainability of the Inter-Agency Community Based Complaint Mechanism and for ensuring its responsiveness to community needs and relevance to context specific risks and barriers to accessing justice. Therefore, on an ongoing basis, and in collaboration with communities, the network will (i) map existing Complaint and Feedback Mechanisms (CFMs), (ii) establish



new channels or enhance existing channels where there are gaps in access to reporting, (iii) strengthen CFMs that already exist to handle sensitive allegations, and (iv) link CFMs through allegation/complaint and assistance referral pathways.

4. Key Definitions

- A. **Actor(s):** Refers to individuals, groups, organizations, and institutions involved in humanitarian response and development programmes. Actors may also be refugees, local community members, employees, or volunteers.
- B. **Adult:** Any person 18 years and older.
- C. **Child:** In line with the United Nations Convention on the Rights of the Child, a child is any person under the age of 18 years (UNCRC Article 1).
- D. **Code of Conduct:** A set of standards of behavior that personnel, contracting partners, subcontractors, and volunteers of Network members are obliged to adhere to.
- E. **Complaint / Allegation:** A “complaint” or “allegation” is any expression or report of any alleged misconduct or wrongdoing by UN personnel, contracting partners, subcontractors, volunteers, or any humanitarian/development actors.
- F. **Complainant:** Person who brings an allegation of SEA to attention in accordance with established procedures. The complainant may be a SEA survivor or another person who is aware of the wrongdoing. Both the survivor and the complainant, if different from the survivor, should be protected from retaliation for reporting SEA. Where there is any conflict of interest between the survivor and other interested parties, the survivor’s wishes must be the principal consideration in case handling, particularly when there is a risk of additional physical and/or emotional harm.
- G. **Community-based Complaints Mechanism:** A Community-based complaints mechanism (CBCM) is a system blending both formal and informal community structures, built on engagement with the community where individuals are able and encouraged to safely report grievances – including SEA incidents – and those reports are referred to the appropriate entities for follow-up.



- H. **Concerned Agency/Entity/Organization:** The agency or organization that employs the Subject of the Complaint. It may be a UN agency, intergovernmental organization, government institutions, NGO, Community-based organization (CBO), implementing partner, or any organization involved in the provision of humanitarian or development aid. This is the organization responsible for investigating allegations of sexual exploitation and abuse (SEA) and taking appropriate follow-up action, to which the CBCM will send the allegation/complaints it receives.
- I. **Disclosure:** In the context of this SOP, disclosure refers to the act of a survivor revealing an instance of SEA. (Adapted from UNHCR Practitioner’s Toolkit [The Silence I Carry: Disclosing GBV in forced displacement](#))
- J. **Gender:** Refers to the social attributes and opportunities associated with being male and female and the relationships between different genders. These attributes, opportunities and relationships are socially constructed, context- and time-specific and changeable. In most societies there are differences and inequalities between women and men.
- K. **Gender-based violence (GBV):** Gender-based violence (GBV) is an umbrella term for any harmful act that is perpetrated against a person’s will and that is based on socially ascribed (i.e. gender) differences between males and females. It includes acts that inflict physical, sexual or mental harm or suffering, threats of such acts, coercion, and other deprivations of liberty. These acts can occur in public or in private. Acts of GBV violate a number of universal human rights protected by international instruments and conventions. Many—but not all—forms of GBV are criminal acts in national laws and policies; this differs from country to country, and the practical implementation of laws and policies can vary widely. For further information, please access the [IASC Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action](#).
- L. **Gender-based Violence (GBV) case management:** GBV case management, which is based on social work case management, is a structured method for providing help to a survivor. It involves one organization, usually a psychosocial support or social services actor, taking responsibility for making sure that survivors are informed of all the options available to them and that issues and problems facing a survivor and her/his family are identified and followed up in a coordinated way, and providing the survivor with emotional support throughout the process. GBV case management services require specialized intervention from a range of service providers to meet a survivor’s immediate needs and support long-term recovery. Case management can also



be referred to as social work, social assistance or other terms. For further information, please access the [Interagency Gender-Based Violence Case Management Guidelines](#).

- M. **GBV versus SEA:** Gender-based violence (GBV) is an umbrella term for any harmful act that is perpetrated against a person’s will, and that is based on socially ascribed (gender) differences between males and females”. Sexual exploitation and abuse (SEA) is a form of GBV. As such, it is recommended that response services for survivors of SEA should be provided in line with the existing GBV response services. On the other hand, reporting of GBV incidents or seeking GBV services is dependent on the survivor’s consent and wishes except wherein reporting is mandatory. However, reporting of SEA incidents is not a choice but a mandate and must be done in a confidential, safe and ethical manner that does not expose the survivor or anyone supporting the survivor to further harm.
- N. **Host community:** Persons in the location to which refugees, asylum seekers, stateless persons, returnees, IDPs and/or migrants have arrived in a determined context. In the case of Moldova, communities host refugees, asylum seekers, stateless persons and migrants who may or may not have arrived in Moldova in the context of the Ukraine Refugee Situation.
- O. **Humanitarian/Development actors:** All people involved in providing protection and/or assistance to affected populations. It refers to all personnel and affiliates of humanitarian agencies and organizations, including UN agencies/missions, IGOs, NGOs, implementing partners, contractors, and relevant CBOs including paid staff, volunteers, contractors, incentive workers, and anyone performing a task on behalf of any humanitarian agency or organization, regardless of the type or duration of their contract. It also includes actors not affiliated with the UN but providing humanitarian or development assistance and any individual or group associated with the international community, including but not limited to donors, diplomatic community, charity organizations, human rights entities, etc.
- P. **Incentive worker:** Individuals who receive non-monetary compensation for work or representation for an organization and are frequently members of the affected community. They are considered as humanitarian workers for the purpose of determining SEA.³
- Q. **Implementing partner:** Entities or organizations that operate at country level, in accordance with established UN, IO or NGO procedures, to provide

³ ICVA BSO Guidelines (2007).



services and deliver humanitarian assistance. Staff of, and all those employed by, an implementing partner are “humanitarian aid workers” for the purposes of this Guide.

- R. **Mental Health and Psychosocial Support (MHPSS):** Support that aims to protect or promote psychosocial well-being and/or prevent or treat mental disorders.
- S. **Migrant:** An umbrella term, not defined under international law, reflecting the common lay understanding of a person who moves away from his or her place of usual residence, whether within a country or across an international border, temporarily or permanently, and for a variety of reasons. The term includes a number of well-defined legal categories of people, such as migrant workers; persons whose particular types of movements are legally defined, such as smuggled migrants; as well as those whose status or means of movement are not specifically defined under international law, such as international students. The term does not include categories well defined under international law such as refugees, asylum seekers and stateless persons.
- T. **Perpetrator:** Person, group or institution that commits an act of SEA or other type of crime, violence, or offense.
- U. **Persons falling under UNHCR Mandate:** UNHCR is primarily mandated to provide international protection and humanitarian assistance, and to seek durable solutions for its persons of concern as set forth in its Statute and subsequent resolutions of the UN General Assembly and the Economic and Social Council (ECOSOC). UNHCR’s original core mandate covered only refugees, however, over time this has been expanded to cover returnees and stateless persons. Although UNHCR does not have a general mandate for internally displaced persons, it may be involved in certain circumstances to enhance protection and provide humanitarian assistance. For the context of this SOP, persons falling under UNHCR mandate refers to refugees, asylum seekers and stateless persons in Moldova.
- V. **Prevention:** Actions that prevent SEA from occurring by addressing its root causes, including (i) deep rooted, unequal and harmful cultural and social norms, which underlie marginalization, discrimination and exclusion of individuals and groups on the basis of a person’s/group’s identity or characteristic including gender, sexual orientation, disability, race, ethnicity, nationality or religion, and (ii) inequitable distribution of power and resources in humanitarian and development settings.



- W. **Protection from sexual exploitation and abuse (PSEA):** Protection from sexual exploitation and abuse (PSEA) refers to the responsibilities of humanitarian, development and peacekeeping actors to prevent and respond to incidents of sexual exploitation and abuse by personnel, contracting partners, subcontractors, and volunteers against recipients of assistance and other members of affected populations. PSEA can include policies, guidelines, procedures, mechanisms and activities aimed to reduce the risk of SEA, mitigate the effects caused by SEA violations and respond to SEA incidents.
- X. **PSEA Focal Point:** Under the auspices of his/her Head of Office, Head of Mission, Head of Agency, or Country Director/Representative, the in-country Focal Point for Protection from Sexual Exploitation and Abuse (PSEA) will coordinate the implementation of the Secretary-General's Bulletin on Special Measures for Protection from Sexual Exploitation and Sexual Abuse (ST/SGB/2003/13). S/he will undertake this both within his/her agency, organization, department or mission and as a member of the in-country PSEA coordination mechanisms. The Focal Point designation is a role or "hat" and not necessarily a position. It can either be assigned to existing personnel or new personnel can be hired to carry it out. Whether the role is a full-time or part-time undertaking should depend on country-specific needs. Each entity should ideally designate two Focal Points to carry out the PSEA responsibilities of the entity: wherever possible consideration should be given to the selection of both human resource and operational staff. Each entity should have at least one Focal Point and an Alternate. For more information, please check the PSEA Focal Point ToR (Annex H). All PSEA FPs should be trained in receiving SEA disclosures and the [GBV Referral Pathways](#) and should know where to find continually updated referral pathways ([GBV Referral Pathways](#) and [Child Protection Referral Pathways](#)).
- Y. **Refugee:** Any person who owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion, or because a conflict, generalized violence or other circumstances that have seriously disturbed public order, is outside the country of her or his nationality, and is unable to or, owing to such fear, is unwilling to avail herself or himself of the protection of that country. This person, as a result, requires international protection.
- Z. **Risk mitigation:** Refers to a process and specific interventions to mitigate risks in all phases of humanitarian and development programming. It includes actions that are taken in each humanitarian and development sector and area of work to reduce risks and exposure to GBV and improve safety as part of a GBV mainstreaming approach.



- AA. **Stateless Persons:** The international legal definition of a stateless person is “a person who is not considered as a national by any State under the operation of its law”. In simple terms, this means that a stateless person does not have the nationality of any country. Some people are born stateless, but others become stateless. Stateless people are found in all regions of the world. The majority of stateless people were born in the countries in which they have lived their entire lives.
- BB. **Safeguarding:** A set of policies, procedures and practices employed to actively prevent harm, abuse and distress.⁴ Broadly, it means preventing harm to people – and the environment – in the delivery of development and humanitarian assistance, including taking all reasonable steps to prevent sexual exploitation, abuse and harassment from occurring; to protect people from that harm; and to respond appropriately when harm does occur.⁵
- CC. **Sexual Abuse:** Actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. All sexual activity with a child (under age 18) regardless of consent or local age of majority is sexual abuse. Mistaken belief as to age is never an excuse.
- DD. **Sexual Exploitation:** Any actual or attempted abuse of position of vulnerability, differential power, or trust, for sexual purposes, including but not limited to profiting monetarily, socially, or politically from sexual exploitation of beneficiaries or recipients of assistance.
- EE. **Sexual Exploitation and Abuse (SEA):** The combination of sexual exploitation and sexual abuse acts or incidents. It occurs when people in power or position of trust exploit the vulnerability of the affected communities for sexual purposes. It is important to note that consent does not determine whether SEA has occurred or not because survivors of SEA have unequal power status with their perpetrators. The SEA acronym is commonly used to refer to acts of sexual exploitation and sexual abuse committed by United Nations, UN partners or affiliates, NGO, and inter-governments (IGO) personnel and volunteers against the affected population.⁶
- FF. **Staff or Personnel:** any person who works for or represents that organization, whether or not s/he is compensated monetarily and regardless of the type or duration of their contract.

⁴ Save the Children. <https://www.savethechildren.org/us/what-we-do/safeguarding-children>. Last accessed April 18, 2022.

⁵ Resource & Support Hub. <https://safeguardingsupporthub.org/what-safeguarding#ftnref1>. Last accessed April 18, 2022.

⁶ IASC GBV Guidelines, p. 322.



- GG. **Subject of the Complaint (SOC):** Once a allegation/complaint has been filed, the alleged perpetrator of SEA is referred to as the Subject of the Complaint.
- HH. **Third Country Nationals:** In situations in which two States are concerned, any person who is not a national of either State; or, in the context of regional organizations, nationals of States who are not member States of such organization.
- II. **Victim/survivor:** A person who has SEA perpetrated against him/her or an attempt to perpetrate SEA against him/her. Both terms are often used interchangeably. From the GBV survivor-centered perspective, 'survivor' is the term preferred because it implies resiliency. However, some prefer to use 'victim' as opposed to 'survivor' from an access to justice viewpoint as the term recognizes that a violation against one's human rights has occurred. Victim might be more easily understood across diverse language contexts. For the purpose of these SOPs, persons who report SEA committed against themselves are treated as 'survivors' for the security and SEA related needs assessments (i.e. assistance is not dependent on the proof of a Complainant's allegation).
- JJ. **Whistle-blower:** Any staff of humanitarian and development actors who reports concerns of sexual exploitation or abuse. Whistle-blowers may be a type of complainant who is a humanitarian aid or development worker making a report of SEA. CBCM principles (e.g. confidentiality) apply to whistleblowers as they would to any complainant, and internal agency policies shall protect whistleblowers on SEA from retaliation, so long as the report is made in good faith and in compliance with internal agency policies.⁷
- KK. **Whistle-blowing policy:** An organizational policy which encourages personnel to report concerns or suspicions of misconduct by colleagues by offering protection from retaliation⁸ for reporting, and clarify the rules and procedures for reporting and addressing such cases. Therefore, the definition, scope, and protection measures may differ between organizations. The reports may concern people in other organizations and people at other levels in the organization.

⁷ UN SGB Protection against retaliation for reporting misconduct and for cooperating with duly authorized audits or investigations ST/SGB/2005/21 (19 December 2005) §2.1.

⁸ Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel" (2006, updated 2011) [hereinafter Statement of Commitment (2006)] #5, "Take appropriate action to the best of our abilities to protect persons from retaliation where allegations of sexual exploitation and abuse are reported involving our personnel." Note: ST/SGB/2005/21 also requires that the report be made "as soon as possible and not later than six years after the individual becomes aware of the misconduct. The individual must [...] submit information or evidence to support a reasonable belief that misconduct has occurred"



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LL. **Witness:** Any person giving testimony or evidence in the investigation, including but not limited to the survivor, the complainant, a beneficiary or recipient of assistance, personnel of a partner agency, the subject of the allegation/complaint or personnel of another entity.



5. Principles

5.1. Key overarching principles guiding signatories to these SOPs

5.2. Building on the [IASC's Six Core Principles Relating to Sexual Exploitation and Abuse](#), and the [United Nations Protocol on the Provision of Assistance to Victims of Sexual Exploitation and Abuse](#) agencies and organizations agree to uphold the principles of confidentiality, transparency, accessibility, survivor-centered approach, partnership, participation of affected communities, do no harm and the best interests of the child when any allegation or allegation/complaints are made to their organization and in implementing the current procedures.

5.3. In referring allegation/complaints, all agencies and organizations must maintain confidentiality and respect the reputation of the organization and of the individuals involved in an allegation or complaint. Organizations agree to receive allegations/complaints referred from another entity in good faith and in the spirit of cooperation and deal with it in a timely manner.

A. **Survivor-centered:** All responses to SEA allegation/complaints and allegations will be developed in a manner that balances respect for due process with a survivor-centered approach in which the survivor's wishes, safety, and well-being remain a priority in all matters and procedures. The overarching approach, in line with best practice, will be to let the survivor be in charge of their case, letting them decide what they want to do, what information they want to share, who they want to talk to and what help they want. Allowing the survivor to make decisions about their case empowers them, which is particularly critical in cases involving sexual exploitation and abuse. Ensuring that assistance for victims is an utmost priority and provided in a non-discriminating manner, in accordance with existing referral mechanisms, and with survivor consent is a core component of the survivor-centered approach.

B. **Confidentiality:** Respect the confidentiality of complainants, survivors, and other relevant parties at all times. All SEA-related information must be kept confidential, identities must be protected, and the personal information on survivors should be collected and shared only with the informed consent of the person concerned. All complainants must be made aware of confidentiality procedures, including the persons that will be involved in the case processing, and should give their explicit informed consent to proceed with recording the



allegation/complaint. Obtaining consent of a whistleblower may not be required if his/her agency has a mandatory reporting policy for knowledge or suspicions of staff misconduct. Where the survivor gives such consent, only pertinent and relevant information shall be shared with others for the purpose of helping the survivor, such as referring for services, or for investigation.

- C. **Accessibility:** reporting channels will be accessible to all potential complainants and sufficient information must be given on humanitarian/development workers obligations and responsibilities, as well as on how to submit a allegation/complaint, making the allegation/complaints process accessible to the largest possible number of people. This includes identifying and instituting various entry points that are both cultural and context appropriate. To facilitate reporting and avoid stigmatization, anonymous reports must be treated with the same gravity as other cases.
- D. **Safety:** The safety of the survivor will be always a primary consideration during reporting, investigation, and thereafter. All actions taken under these SOPs will consider potential dangers and risks to all parties, incorporate ways to prevent injury and harm, address potential retaliation to complainants, and offer a safe space for reporting. It is essential that a risk assessment be conducted for each survivor, and that a security/protection plan be developed, if necessary, based on individualized needs.
- E. **Transparency:** Members of the affected community will receive accessible information on how to raise complaints and allegations, may offer input to improve how such complaints and allegations may be raised and handled, and will receive feedback on any complaint or allegation raised, while ensuring confidentiality. This will be in a format that is accessible to all, regardless of age, literacy, language spoken or Disability.
- F. **Accountability:** Community members will be informed about their rights, including their rights to make and withdraw allegations.
- G. **Best interest of the child:** All the above principles apply to children, including the right to participate in decisions that affect them. Whenever a decision affecting a child is taken, the best interests of the child shall be the overriding guide. Children should be referred through the existing allegation/complaint and Survivors' assistance referral pathways in Moldova in order to ensure consultation with actors who are trained to handle the special needs of child survivors of SEA, and who are familiar with local procedures relating to the protection of children.



- H. **Mandatory Reporting:** In recognition of the UN's zero-tolerance policy for SEA, the Secretary General's Bulletin on SEA and related agency/organizational policies oblige UN staff and implementing partners to promptly report all concerns or suspicions of SEA by fellow workers via established reporting mechanisms, regardless of the affiliation of alleged perpetrator. Reports must be made in good faith and reporting personnel should be reassured that no action will be taken against any worker who makes such a good faith report (non-retaliation), even if the allegation proved unfounded upon investigation. However, if a staff person knowingly and willfully reports false or malicious information regarding another staff person, such false reports may lead to disciplinary action in line with policies, rules and regulations of each organization. For further information, please refer to [section 8.3 in this document](#).

Informed Consent

- A. Informed consent is the voluntary agreement of an individual who has the legal capacity to give consent (age 18+). She/he has the right to place limitations on the type(s) of information to be shared, and to specify which organizations can and cannot be given the information.
- B. Consent must be obtained before sharing a survivor's information with anyone. Consent must be obtained for every new action or referral. Survivors have the right to revoke consent at any time. Consent should be written if possible; if it is not possible, survivors can give verbal consent, which is recorded by the actor. To provide informed consent, the individual must have the capacity and maturity to understand the services being offered and be legally able to give their consent.
- C. All actors and stakeholders should understand that, in many cases, survivors may not wish to pursue specific actions such as police reporting or move to a safe shelter for example. Therefore, the SEA survivors' right to control how information about their case is shared with other individuals or actors is crucial for a survivor centered approach.
- D. To ensure consent is "informed", service providers must:
 - i. Provide all possible information and options available to the person in a language and means in which they understand.
 - ii. Inform the person that the service provider may need to share the survivor's information with others who can provide additional services.
 - iii. Explain to the survivor what will happen as part of service provision (including follow-up actions associated to investigations of SEA case);
 - iv. Explain the benefits and risks of services to the survivor.
 - v. Explain to the survivor that she/he has the right to decline or refuse any part of services (in this case the service provider must inform the survivor on the eventual consequences of a revoked consent).
 - vi. Explain limits to confidentiality (e.g. mandatory PSEA reporting).



vii. If needed, rephrase the information shared to ensure the survivor's understanding.

E. There is no consent when agreement is obtained through:

- i. The use of threats, force or other forms of coercion, abduction, fraud, manipulation, deception, misinformation, or misrepresentation.
- ii. The use of a threat to withhold a benefit to which the person is already entitled;
or
- iii. A promise made to the person to provide a benefit if they make a certain choice.

Informed Assent

- A. Informed assent is the expressed willingness of the child to participate in services. A child's "informed assent" is sought with children who are too young (by definition) to give informed consent, but old enough to understand and agree to participate in services.
- B. Children must be consulted and given all the information needed to make an informed decision using child-friendly techniques that encourage them to express themselves. Their ability to provide assent on the use of the information and the credibility of the information will depend on their age, maturity and ability to express themselves freely. (See also the GBV Guiding Principles in Section 2.1 and *Caring for Child Survivors of Sexual Abuse*).

Special note on Mandatory Reporting of SEA, and how it relates to confidentiality and survivor consent

- A. While reporting SEA is mandatory for the majority of humanitarian workers, this obligation may in practice conflict with the principles of confidentiality and the right of the survivor to choose how s/he would like to address an SEA incident. Agencies will need to internally reconcile this potential conflict, balancing both the rights of the survivor and the safety of the broader community.
- B. Victims should always be informed that there are limits to confidentiality (i.e., related to mandatory reporting and to provision of referrals and services) as soon as they come forward with an allegation, and this should be explained in their own language and in such a way that it is easy to understand the information and level of detail that will be reported, who will have access, and what form follow-up actions might take. This will support the victims to understand and assert their right to confidentiality, as it can provide them with an opportunity to reflect on what aspects of their case they may want to disclose or not. For children who are too young to understand, this information should be shared with their trusted adult.



6. Minimum Requirements within Organizations (UN, INGO and NGO)

- A. Each UN entity or NGO working in Moldova is obliged to create and maintain an environment that prevents sexual exploitation and sexual abuse in line with [IASC Minimum Operating Standards on PSEA](#).
- B. Head of Entities or their designees and organizational PSEA Focal Points have a particular responsibility to support and develop systems that maintain this environment, including but not limited to:
 - a. Adoption of the Core Principles and Code of Conduct developed by the IASC Task Force on Protection from Sexual Exploitation and Abuse or Adaptable Code of Conduct developed by Moldova's PSEA Network.
 - b. Taking action to prevent SEA cases, including through awareness-raising, training and other measures.
 - c. Information about PSEA using language and terms easily understood is included in communications to and with affected communities about their rights and how to report on SEA.
 - d. Nomination of a senior level PSEA focal points for their agency/organization for receiving reports on cases of SEA.
 - e. Setting up of internal protocols for reporting, response, investigation of cases and management of SEA in case they do not exist, and ensure existing protocols and policies are known and effectively applied.
 - f. Taking disciplinary actions in case the offense is proven in line with internal procedures.
 - g. All organizations that are part of the PSEA Network commit to timely and expeditious action to provide and/or refer complainant to survivor assistance services, to prevent, investigate and punish SEA, and to comply with all timelines for actions laid out in these SOPs.



7. Recording and Processing SEA Complaints

7.1. Key Principles on Recording and Processing SEA Complaints

- A. **Duty to Report:** Humanitarian/development actors always have a duty to report allegations of SEA that they become aware of, even if a survivor wishes to remain anonymous or does not wish to formally lodge an allegation/complaint.
- B. **Confidentiality, timeliness, Accountability, and “Do No Harm”:** In all circumstances, whether through dedicated CFM or other communication channels, humanitarian/development actors should abide by principles of confidentiality, timeliness, and “Do No Harm”⁹ when handling, recording, referring, and resolving SEA allegation/complaints and feedback. This should include due consideration for survivor safety and dignity.
- C. **Proactivity and Accessibility:** Humanitarian/development actors should proactively raise awareness about available SEA CFM and provide instructions on how to lodge allegation/complaints using understandable and accessible means. Awareness-raising materials should adhere to agency/organization branding and logos, incorporating RRP and partner logos as relevant, to enhance consistency, transparency, and trust amongst agencies.
- D. **Data protection:** Confidentiality is critical in all handling of personal data, including password protection and encryption of files and limited dissemination.

7.2. Receiving and Recording Complaints and Reports of SEA

- A. It is the responsibility of all PSEA Network member organizations to ensure that safe, confidential, transparent, and accessible allegation/complaints and feedback mechanisms are available – or where needed established.
- B. Reporting mechanisms should be explained to affected populations in their own language so that all potential complainants know where and how to submit an allegation/complaint. Affected populations should understand their right to free

⁹ The principle of “Do No Harm” is broadly defined as ensuring that humanitarian/development actors ensure that they prevent and mitigate the negative impact of their actions on affected populations.



humanitarian assistance, their right to complain, and how they can bring an allegation/complaint forward in the manner most comfortable to them, as part of two-way communications with affected communities.

- C. Complaints can be received via any Complaint and Feedback Channel (CFCs), including hotlines, online self-reporting form, dedicated SEA allegation/complaint receipt email, sector referrals, community focal points, protection desks, blue dots, orange spaces, gender-based violence referral mechanisms, online platforms such as “we are all in”, among others. Complaints may be submitted online or in writing, by voice call, message, or in-person in the complainant’s language of choice.
- D. A complaint or report can be made in any language regarding the alleged misconduct of a humanitarian, development and government actors related to sexual exploitation or abuse of a refugee, asylum seeker, stateless person or member of host community, or another person of concern directly by the survivor, personnel of the entity, or by anyone who has suspicion or concern.
- E. The RCF PSEA Network maintains an e-mail to which SEA Complaints can be sent, and which is only accessible by the PSEA Coordinator (moldova.help@unhcr.org). Moreover, it also maintains an [Online SEA Incidents Reporting Form](#) that can be used by members of affected populations as well as humanitarian/development actors to share allegations/complaints which will be processed based on provisions established in this SOP.
- F. In line with the zero-tolerance policy, whenever humanitarian/development personnel have concerns or suspicions about a SEA situation involving a co-worker either from their own or another service provider, they should communicate their concern immediately.
- G. Every worker, contracting partner, subcontractor, volunteer, or other affiliate must be aware of the proper reporting procedure for when s/he learns of or witnesses an SEA incident in-person. They may use any of the reporting channels available to the affected population, but the main point of contact should be the established reporting channels of his/her organization. Whether the allegation is against 1) a co-worker in the worker’s same agency/organization, or 2) against staff of another agency, the reporting procedure is to remain in line with the internal procedures of his/her agency.



7.3. Overall Guidance on SEA Complaints Intake

- A. All humanitarian and development staff are required to promptly report all allegations/complaints that they receive, and any concerns or suspicions they may have via established referral procedures, regardless of the organization affiliation of the alleged perpetrator.
- B. Each SEA allegation/complaint received must be treated as a matter of the highest priority by the person recording it. Prior to recording, a complainant should be informed of the mandatory reporting and confidentiality policy for humanitarian/development actors. This avoids conflicts between the right to confidentiality of survivors and the obligation to report that falls on all service providers.
- C. It is not the responsibility of the humanitarian or development staff to determine the credibility of an allegation/complaint or whether there is sufficient information for investigation. It is also not the responsibility of the humanitarian/development staff to investigate any allegation.
- D. The entity recording the allegation/complaint must provide immediate advice on available survivor assistance systems, facilitate the provision of services within 24 hours, and provide clear information on any legal reporting requirements for support services, to enable the complainant to make an informed decision, without waiting for the outcome of the allegation/complaint.
- E. While all efforts should be made to create this organizational referral capacity, if the entity recording does not have this referral capacity, with survivor's consent they may coordinate with the PSEA Coordinator for the purpose of facilitating service referral. Information on specialized Child Protection and GBV service providers in Moldova can be found on the Inter-Agency Referral Pathways ([GBV Referral Pathways](#) and [Child Protection Referral Pathways](#)).
- F. The PSEA Network and Task Force will work with gender-based violence (GBV) and Child Protection (CP) coordination mechanisms to ensure that SEA survivors have access to services including to SEA survivor assistance. Following the [GBV referral pathways](#), when possible and with consent of survivor referrals to specialized GBV case management services will be made. All actions concerning access to services and support taken must be with the full consent of the survivor.
- G. Additionally, the entity recording the allegation/complaint – if different from the Concerned Organization - should identify whether the complainant



consents to be contacted by the PSEA Focal Point of the Concerned Organization for follow up regarding the allegation/complaint and/or referral/access to services, and if so how and at what time and day of the week. If possible, an alternative contact channel should be gathered and shared with the PSEA Focal Point of the Concerned Organization. The right to say no is paramount.

7.3.1. For cases where the survivor is the complainant

- A. Survivors may choose to tell their story to anyone they trust, including family, friends, community leaders and service providers. It is crucial that they are able to access clear, accurate and timely information to support them through the process of receiving assistance and participating in an investigation if they so choose. This can help Survivors to feel more in control of the process and support their decision-making. Survivors should be treated with dignity, and it is our duty to inform them properly of the assistance they are entitled to. If an adult or child comes forward with a question or concern, the staff receiving the notification can convey empathy and provide support by following these guidelines:
- B. **All Staff:** Listen, support and promptly refer the victim to the appropriate person within the organization (i.e. PSEA focal point), or the services of their choice using the [GBV Referral Pathways](#) and [Child Protection Referral Pathways](#). For practical guidance on how to make referrals, please see the LOOK, LISTEN, LINK procedure described in the GBV Pocket Guide. These are the five steps in this process:
- After introducing yourself (name and your role in the organization), conduct a safety check to assess immediate needs for safety and security. If the victim is in immediate or impending danger of serious harm, and needs immediate protective action, refer the case to the lead GBV actor or child protection actor if the victim is a child.
 - Inform the victim about their rights and your obligation with regard to mandatory reporting and explain limitations to confidentiality so the victim can evaluate their options and possible outcomes of their decisions (risks and benefits) prior to the victim giving informed consent or assent (for children).
 - Listen and validate victims' experiences by restating and paraphrasing what they said to you. Allow the victim to share as much, or as little, information about the incident as they want – do not force them to give information and do not ask probing questions.



- Inform about resources and provide referrals according to victims' needs and wishes. Know who your organization's PSEA focal point is and have access to the [GBV Referral Pathways](#) and [Child Protection Referral Pathways](#), or list of available services so that victims can be referred to the right services of their choice. A victim may also be referred to the inter-agency PSEA coordinator in case your organization does not have a PSEA Focal Point. Information on specialized Child Protection and GBV service providers in Moldova can be found [GBV Referral Pathways](#) and [Child Protection Referral Pathways](#).
 - Confidential information regarding the case (including the name of the alleged perpetrator, organization employing the alleged perpetrator, etc.) should not be shared with the GBV/CP service provider. [The Inter-Agency Service Referral Form for Assistance for Survivors \(Annex D\)](#) should be used for referrals to GBV and CP service providers.
 - Review the information provided and confirm if and how the victim would like to be contacted for follow-up
- C. All staff's role ends once the victim has been referred to the appropriate focal point and/or service providers for assistance. Staff should then follow established reporting procedures of their organization for reporting SEA allegations.

D. PSEA Focal Points:

- Know what GBV and CP services exist as well as nonspecialized services for referral of victims. For this, you may refer to the Inter-Agency [GBV Referral Pathways](#) and [Child Protection Referral Pathways](#). If the victim has asked to maintain communication with the PSEA focal point, this should be done in a confidential and safe manner. Confidential information regarding the case (including the name of the alleged perpetrator, organization employing the alleged perpetrator, etc.) should not be shared with the GBV/CP service provider. [The Inter-Agency Service Referral Form for Assistance for Survivors \(Annex D\)](#) should be used for referrals to GBV and CP service providers.
- Provide guidance to victims on 'what comes next' and what will happen with the report.
- Follow up with the individual or organization that reported or referred the SEA allegation to confirm if assistance has been offered and/or provided, in accordance with the needs and wishes of the victim. Provide any additional support necessary to link the victim with the appropriate assistance provider(s).
- If the survivor chooses to participate in an investigation, coordinate between the investigators and the service provider(s) to ensure that



protection and assistance is provided to the survivor during the investigation, as part of a survivor-centered approach.

- In case recording an allegation/complaint concerning another organization, ensure that all information is well-documented during the interview using the [Inter-Agency SEA Complaint Referral Form \(Annex B\)](#), and immediately refer the allegation to the concerned entity. In those cases, the PSEA Focal Points of the Concerned Organization must inform the PSEA Coordinator that an allegation/complaint was received or referred through the [Online SEA Complaint Referral Notification Form for Moldova](#).

E. The organization/agency of the alleged perpetrator:

- Ensure that immediate assistance is provided to the survivor by qualified service providers. This may involve referrals to service providers according to the needs and consent of the survivor within 24 hours.
- Ensure that the allegation/complaint is handled in line with the organization's internal policies and procedures, ensuring that minimum standards established in this SOP are followed, as well as overall guidance related to assistance to survivors.
- It is primarily the responsibility of the Concerned Organization about whom the allegation/complaint is about to ensure that the survivor is referred for required assistance/ services, with the informed consent of the survivor.
- The Concerned Organization is responsible for continued follow up to ensure all required assistance and services are provided. Survivors have a right to assistance and support, which should be provided free of charge, and should not accrue any costs including transportation and accommodation to access the assistance they need. When there are gaps in services coverage and needed services are unavailable assistance and support will be provided to survivors using organizations' internal resources.

7.3.2. For cases where the survivor is not the complainant

- A. Where an SEA allegation or incident is not reported directly by a survivor (e.g., reported by another community member, a rumor is reported, the allegation is referred through a third-party channel, etc.), the recipient of the information should adopt the following steps to ensure the 'do no harm' principle:



B. All Staff:

- Refer the information to the organization PSEA focal point, while respecting the confidentiality of the information and of the person making a report. Information may also be referred to the PSEA Coordinator in case the organization do not have a PSEA focal point.
- Do NOT seek out the survivor to provide assistance as this may create risk of harm to s/he. Provide information about any resources and support that may be available based on the existing [GBV Referral Pathways](#) and [Child Protection Referral Pathways](#) or a service mapping for that area and encourage the individual to share this information safely and confidentially with the survivor.

C. PSEA Focal Points:

- Inform the PSEA Coordinator about the report.
- Follow up with the individual or organization that reported the SEA allegation to confirm if assistance has been offered and/or provided, in accordance with the needs and wishes of the survivor. Provide any additional support necessary to link the survivor with the appropriate assistance provider(s).
- If the survivor chooses to participate in an investigation, coordinate between the investigators and the service provider(s) to ensure that protection and assistance is provided to the survivor during the investigation, as part of a survivor-centred approach.

D. PSEA Coordinator and PSEA Focal Points:

- Proactively conduct an SEA risk assessment and awareness-raising activities in targeted areas to identify risks of SEA, engage communities on PSEA and provide information about how to report SEA and receive assistance. This should include information about the rights of survivors and the services available, with the aim of ensuring survivors get the support they need and encouraging them to report incidents.
- Coordinate with the GBV and SWG coordinators, to share information about SEA risk and how to receive assistance, and to flag up issues and concerns.
- Treat the information about an allegation as confidential during awareness-raising activities in order not to cause harm to the survivor and to avoid a stigma that may be attached to the community that is the focus of awareness raising activities.



7.4. Actions to be taken in the context of SEA Complaints Referrals

Referrals of SEA allegation/complaints between entities shall observe the procedures described below.

7.5. For cases where the subject of the allegation/complaint's organizational affiliation is known and there are designated PSEA Focal Points

- A. In case the entity recording the allegation/complaint is not the Concerned Organization, the case should be immediately referred to the Concerned Organization through the designated PSEA Focal Point¹⁰, for follow-up within the next 24 hours (an updated list of PSEA Focal Points names and contacts per organization can be found [here](#)). The referral of SEA allegation/complaints among entities must be done by using the standard [Inter-Agency SEA Complaint Referral Form \(Annex B\)](#), which shall be shared with the PSEA Focal Point of the concerned organization through electronic message ensuring data protection safeguards.
- B. When receiving a referral allegation/complaint, PSEA Focal Points must inform the PSEA Coordinator that an allegation/complaint was received through the [Online SEA Complaint Referral Notification Form for Moldova](#).
- C. If a complainant or recording entity believes that (i) the primary reporting route is compromised, (ii) that s/he would be victimized, (iii) s/he has no confidence in the local management structure and/or (iv) in the capacity of the organization to respond and investigate the allegation/complaint, transmission of information related to paragraph 7.5.A can be done anonymously through the [Online SEA Incidents Reporting Form](#) to the PSEA Coordinator. Upon receipt, the PSEA Coordinator will review the allegation/complaint and share it with the Concerned Organization for follow-up.

¹⁰ Concerned Organizations may be a UN agency, intergovernmental organization, NGO, Community-based organization (CBO), implementing partner, or any organization involved in the provision of humanitarian or developmental aid. This is the organization responsible for investigating allegations of sexual exploitation and abuse (SEA) and taking appropriate follow-up action. In the case of allegation/complaints involving UN agencies/missions, upon the receipt of a allegation/complaint, PSEA Focal Points must observe the agency/mission internal procedures regarding handling and follow-up of SEA allegation/complaints.



- a. For those cases where the (i) Country Director/Representative or the most senior staff of the concerned organization is the Subject of the Complaint or (ii) the concerned organization has no management structure in Moldova, the PSEA Coordinator will refer the case to the organization Headquarters management.
 - i. For those cases where the Concerned Organization has no Headquarter, the PSEA Coordinator together with the PSEA Network co-lead will assess the allegation/complaint and decide if action is possible, including referral to UN affiliated entity (if applicable), and/or provision of feedback to complainants.
 - D. The Concerned Organization PSEA Focal Point receiving an allegation/complaint referral must acknowledge its receipt via e-mail to the Recording Entity PSEA Focal Point and confirm that action has been taken in line with internal administrative procedures regarding handling and process of SEA allegation/complaints and share information regarding provision of information and services for the complainant/survivor.
 - E. In case the Concerned Organization lacks the capacity to investigate internally, the PSEA Coordinator, upon request from the Concerned Organization, can support the agency to identify PSEA-trained investigators from global investigation rosters, where possible – at the cost of the requesting agency.
 - F. When the alleged perpetrator belongs to the same UN entity or organization recording the allegation/complaint, the SEA allegation/complaint should be handled in accordance with the internal policies and procedures of the concerned organization, ensuring that minimum standards established in this SOP are followed, as well as overall guidance related to assistance to survivors.
- 7.5.1. For cases where the Concerned Organization has no Designated PSEA Focal Point**
- A. In case the **Concerned Organization has no designated PSEA Focal Point**, the recording entity shall refer the SEA allegation/complaint to the PSEA Coordinator, who can also be contacted to facilitate referrals among entities. When making a referral of allegations/complaints to the PSEA Coordinator, the standard [Inter-Agency SEA Complaint Referral Form](#) must be used by humanitarian/development actors.
 - B. Upon receipt of the allegation/complaint, the PSEA Coordinator will refer the allegation/complaint to the Country Director/Representative or the most



senior staff of the organization in Moldova if appropriate and in line with safety and confidentiality requirements.

- C. For those cases where the (i) Country Director/Representative or the most senior staff of the concerned organization is the Subject of the Complaint or (ii) the concerned organization has no management structure in Moldova, the PSEA Coordinator will refer the case to the organization Headquarters management.
 - a. For those cases where the Concerned Organization has no Headquarter, the PSEA Coordinator together with the PSEA Network co-lead will assess the allegation/complaint and decide if action is possible, including referral to UN affiliated entity (if applicable), and/or provision of feedback to complainants.
- D. In case the Concerned Organization lacks the capacity to investigate internally, the PSEA Coordinator, upon request from the concerned organization, can support the agency to identify PSEA-trained investigators from global investigation rosters, where possible—at the cost of the requesting agency.

7.5.2. For cases where the allegation/complaint involves both appointed PSEA Focal Points of the Concerned Organizations

- A. In case **the allegation/complaint involves both appointed PSEA Focal Points for the concerned organizations**, the case shall be referred to the PSEA Coordinator, who can also be contacted to facilitate referrals among entities. When making a referral of allegation/complaints to the PSEA Coordinator, the standard [Inter-Agency SEA Complaint Referral Form](#) must be used by humanitarian/development actors.
- B. Upon receipt of the allegation/complaint, the PSEA Coordinator will refer the allegation/complaint to the Country Director/Representative or the most senior staff of the organization in Moldova if appropriate and in line with safety and confidentiality requirements.
- C. For those cases where the (i) Country Director/Representative or the most senior staff of the concerned organization is the Subject of the Complaint or (ii) the concerned organization has no management structure in Moldova, the PSEA Coordinator will refer the case to the organization Headquarters management.
 - a. For those cases where the Concerned Organization has no Headquarter, the PSEA Coordinator together with the PSEA Network co-lead will assess the allegation/complaint and decide



if action is possible, including referral to UN affiliated entity (if applicable), and/or provision of feedback to complainants.

- D. In case the Concerned Organization lacks the capacity to investigate internally, the PSEA Coordinator, upon request from the concerned organization, can support the agency to identify PSEA-trained investigators from global investigation rosters, where possible – at the cost of the requesting agency.

7.5.3. For Cases where the Concerned Organization is not part of the PSEA Network.

- A. In case **the Concerned Organization is not part of the PSEA Network**, the case shall be referred to the PSEA Coordinator. When making a referral of allegation/complaints to the PSEA Coordinator, the standard [Inter-Agency SEA Complaint Referral Form](#) must be used by humanitarian/development actors.
- B. Upon receipt of the allegation/complaint, the PSEA Coordinator will refer the allegation/complaint to the Country Director/Representative or the most senior staff of the organization in Moldova if appropriate and in line with safety and confidentiality requirements.
- C. For those cases where the (i) Country Director/Representative or the most senior staff of the concerned organization is the Subject of the Complaint or (ii) the concerned organization has no management structure in Moldova, the PSEA Coordinator will refer the case to the organization Headquarters management.
 - a. For those cases where the Concerned Organization has no Headquarter, the PSEA Coordinator together with the PSEA Network co-lead will assess the allegation/complaint and decide if action is possible, including referral to UN affiliated entity (if applicable), and/or provision of feedback to complainant.
- D. In case the Concerned Organization lacks the capacity to investigate internally, the PSEA Coordinator, upon request from the concerned organization, can support the agency to identify PSEA-trained investigators from global investigation rosters, where possible – at the cost of the requesting agency.



7.5.4. For Cases where the Subject of Complaint is a Government Actors

- A. **Complaints against government actors**, being them civilian or non-civilian, shall be referred to the PSEA Coordinator who will refer the case to the Resident Coordinator and the UNHCR Representative who will follow-up with Moldovan Authorities, including the Ombudsperson Office.
 - B. If the concerned government actor is part of a government entity that is an official UN partner with a formal partnership agreement, the [UNITED NATIONS PROTOCOL ON ALLEGATIONS OF SEXUAL EXPLOITATION AND ABUSE INVOLVING IMPLEMENTING PARTNERS](#) must be considered.

7.6. For cases where the subject of the allegation/complaint's organizational affiliation and/or identity is unknown

- A. For all cases where there is no clarity regarding the identity and/or organizational affiliation of the subject of the allegation/complaint, the recording entity should immediately refer the case to the PSEA Coordinator. When making a referral to the PSEA Coordinator, the standard [Inter-Agency SEA Complaint Referral Form](#) must be used by humanitarian/development actors.
- B. Such allegations will be shared by the PSEA Coordinator with the Resident Coordinator who will review the case in coordination with the PSEA Coordinator and co-chair of PSEA Network and will take the necessary steps to recommend a preliminary inquiry and to adopt the necessary steps to prevent/avoid further harm as well as monitor the outcomes of the measures undertaken for the safety/protection of the survivor.
- C. However, whenever the Survivors of such allegations are refugees or persons falling within UNHCR mandate, such allegations shall instead be shared by the PSEA Coordinator with the UNHCR Representative in Moldova who will review the case in coordination with the PSEA Coordinator and UNHCR Senior Protection Officer and will take the necessary steps to recommend a preliminary inquiry and to adopt the necessary steps to prevent/avoid further harm as well as monitor the outcomes of the measures undertaken for the safety/protection of the survivor.



7.6.1. Preliminary Inquiry

- A. If required, a preliminary inquiry should take place within 72 hours of receiving the allegation/complaint and should be tailored according to the nature of the allegation/complaint.
- B. The aim of the preliminary inquiry will be to gather additional, readily available, information that may help determine which organization a case should be referred to. This could include, for example, gathering information on which partners are operational in the area and in which sectors. A preliminary inquiry is held only to collect basic missing information and must not step into the realm of investigation.
- C. The following steps will be taken during a preliminary inquiry:
 - a. The PSEA Coordinator will contact 2 PSEA Focal Points with demonstrated expertise and experience on PSEA case management to participate; and
 - b. The PSEA Coordinator will designate a team leader, who is responsible for collecting and sharing findings, within 72 hours.
- D. PSEA Focal Points contacted by the PSEA Coordinator to participate in the preliminary inquiry have an obligation to respond rapidly and cooperate promptly and, as much as possible, contribute resources and technical expertise to the conduct of the preliminary inquiry of the allegation/complaint. Everyone involved in the process should adhere strictly to the confidentiality of the complainant.
- E. Whenever appointing PSEA Focal Points to participate in preliminary inquiries, the PSEA Coordinator must guarantee - whenever possible - the equal participation of representatives of UN agencies, international and national non-governmental organizations. When the survivor is a refugee or a person falling under UNHCR mandate, UNHCR PSEA Focal Point will necessarily be part of the preliminary inquiry.
- F. The preliminary inquiry report should be submitted to PSEA Coordinator within one week, who may either:
 - a. Refer it to an individual organization, if sufficient information is available to do so and inform the Resident Coordinator of the outcomes of the preliminary inquiry whenever the Concerned Organization is an UN Entity, or inform the UNHCR Representative whenever Survivors are



refugees or persons falling under UNHCR mandate irrespective of the concerned organization type, OR

- b. Where no organization can be identified for referral, share the preliminary inquiry report with the Resident Coordinator to discuss the information available and determine whether there is an avenue via which the allegation/complaint can be taken forward.
 - c. However, whenever the Survivors of such allegations are refugees or persons falling within UNHCR mandate, the preliminary inquiry report shall be shared with the UNHCR Representative who will be the one responsible to analyze the information available and determine whether there is an avenue via which the allegation/complaint can be taken forward.
- G. In addition, when consent is obtained the PSEA Coordinator should follow-up with the complainant to update them on the status of the case as well as to check on the status of services received and whether any further assistance is required.

7.7. For cases where the survivor's identity is unknown

- A. For all cases where the survivor's identity is unknown, the allegation/complaint will still be referred to the PSEA Focal Point of the concerned organization to determine if administrative follow-up or investigation is advisable.
- B. In case the entity recording the allegation/complaint is not the Concerned Organization, the case should be immediately referred to the Concerned Organization through the designated PSEA Focal Point, for follow-up within the next 24 hours (an updated list of PSEA Focal Points names and contacts per organization can be found [here](#)). The referral of SEA allegation/complaints among entities must be done by using the standard [Inter-Agency SEA Complaint Referral Form \(Annex B\)](#), which shall be shared with the PSEA Focal Point of the concerned organization through electronic message ensuring data protection safeguards.
- C. When making or receiving a referral allegation/complaint, PSEA Focal Points must inform the PSEA Coordinator that an allegation/complaint was received or referred through the [Online SEA Complaint Referral Notification Form for Moldova](#).



- D. Concerned entities should not try to directly seek out the survivor. Awareness raising activities on PSEA and how/where to safely and confidentially report on SEA may be conducted in specific areas.

7.8. For cases where neither the survivor's nor the alleged perpetrator identity is known.

- A. If neither the identity of the survivor or the alleged perpetrator is known, or if there is only a rumor of SEA incident(s) or wider concerns regarding SEA in a specific location or area with presence of multiple organizations, the PSEA Focal Point who received the allegation should assess in coordination with the senior management of their own organization as to whether or not there is sufficient information for an investigation to take place.
- B. The PSEA Focal Point should also inform the PSEA Coordinator who will review the information and assess in coordination with the PSEA Network co-chair and the organization who received the allegation. SEA rumors should be reported to the PSEA Coordinator in all cases.
- C. If there are no internal means for following-up or conducting an investigation, the PSEA Coordinator and PSEA Network Co-chair will determine follow-up steps that can be taken regarding the situation. This must not constitute an investigation.
- D. Follow-up actions may include, but are not limited to, awareness raising on PSEA with affected communities and staff in the area, engaging with organizations working in the area on ensuring Codes of Conduct (PSEA) are in place, assessing existing risks of SEA in the area and developing specific prevention and risk mitigation plans for the location, etc.

7.9. Unforeseen Cases

- A. For all cases that may emerge and that are not covered by this SOP, a formal consultation shall be made to the PSEA Coordinator who will analyze the issue and discuss the matter in coordination with PSEA Network and Task Force Co-chairs and will consult the Resident Coordinator regarding a final decision on how to proceed with the matter.
- B. Whenever the survivor is a person falling under UNHCR mandate, or whenever the alleged SEA incident is related to non-UN organizations part of the refugee



response, the PSEA Coordinator will consult the UNHCR Representative regarding a final decision on how to proceed with the matter.

7.10. Recording and Referral of Complaints by the RCF Inter-Sectoral Green Line.

- A. In line with a user centered approach and to facilitate access to allegation/complaint and feedback mechanisms by members of affected communities, RCF Inter-Sectoral Green Line 0800-800-11 will be promoted by members as the main allegation/complaint and feedback channel for refugees and members of the host community in Moldova in the context of the refugee response, but also being opened for receiving allegation/complaints related to UN development programmes, without disregarding other reporting channels.
- B. The PSEA Network will provide regular training for hotline staff on how to handle SEA allegation/complaints, safe referrals and data protection.
- C. Complaints received through the 0800-800-11 helpline are electronically recorded using an encrypted standard electronic SEA Incidents Report Form. Data submitted through the form is only accessible by the PSEA Coordinator and the PSEA Network Co-Chair, who will review the case and immediately proceed according to the guidance established in the previous sections to ensure allegation/complaints are properly and timely referred to concerned entities and to ensure survivors can access assistance in line with this SOP.
- D. Helpline staff must provide immediate advice on available survivor assistance services and will identify whether the complainant consents to be contacted for follow-up on access and provision of services by the Concerned Organization PSEA Focal Point or by the PSEA Coordinator (whenever the Concerned Organization is not readily identifiable) and if so how and at what time and day of the week.
- E. Helplines in Moldova are encouraged to abide to these SOPs and adopt the usage of the SEA Incident Report Form when receiving allegation/complaints regarding other organizations than the ones responsible for running them. For those organizations managing helplines/green lines who are willing to do so, the PSEA Coordinator can be consulted regarding implementation of joint capacity building initiatives for helpline/green line staff on how to handle SEA allegation/complaints and the usage of the Electronic SEA Incident Report Form.



7.11. Information Sharing and Data Protection

- A. Every participating agency should adhere to data protection principles, procedures for handling allegation/complaints and other requirements detailed in these SOPs in the event that they collect, receive, use, transfer, or store any personal and allegation/complaint related data.
- B. As a general rule it is important to recall that all SEA-related information will be protected and that the names of all parties to a allegation/complaint are confidential. The identity of the Subject of the Complaint/Alleged Perpetrator must be protected, out of considerations of due process, potential retaliation, and presumption of innocence. Under no circumstances should the name of the survivor or complainant be released to the Subject of the Complaint/Alleged Perpetrator. Any personal information on survivors shall be collected and shared only with the informed consent of the survivor. Disclosure of information will be on a strict need-to-know basis in line with a survivor centered approach and the principle of do no harm, without prejudice to the independent investigation process (including the rights of all people involved in the investigation) and without negative impact on the safety and security of survivors and witnesses. Information about PSEA incidents should not be handled in physical files to prevent accidental disclosures.
- C. When referring a case, as established in previous sections, recording organizations will submit [the Inter-Agency SEA Complaint Referral Form \(Annex B\)](#) to the PSEA Focal Point of the Concerned Organization or the PSEA Coordinator.
- D. In those cases, both PSEA Focal Points from Recording and Concerned entity must inform the PSEA Coordinator that an allegation/complaint was received/referred through the [Online SEA Complaint Referral Notification Form for Moldova](#).
- E. Depending on the case, protective actions and service referrals will be recorded in accordance with GBV Technical Guidance and through the [Inter-Agency Service Referral Form for Assistance for Survivors \(Annex D\)](#) after the Record of Informed Consent for Survivors of SEA for Service Referral (Annex C) is completed.
- F. In the event that emails are shared about PSEA incidents, all shared documents must be encrypted and password-protected, while the number of people copied must be limited to the people working directly on the case and information should be shared based on the need to ensure that survivors can access



services and their rights. The title of any email communications should not include any identifying information and emailed communications should be encrypted.

- G. Organizations agree to employ password protection both in terms of ensuring all computers or other electronics containing data are password protected and using password protection when sharing documents. Documents containing data must be stored on password protected electronics using a non-shared drive.
- H. Entities must also follow their own internal data protection protocols and implement appropriate procedures to maintain confidentiality of all data gathered in relation to an allegation/complaint of sexual exploitation and abuse. Entities should always keep all information safe and secure.
- I. Confidentiality must be ensured by all actors when responding to information requests on SEA from the media and external actors. In this regard, no information concerning the survivor and the alleged perpetrator, or any other non-consolidated data shall be shared.
- J. The PSEA Coordinator will regularly inform the PSEA Network and PSEA Taskforce members, as well as the UN Resident Coordinator and the UNHCR Representative on the total number of allegations/complaints received through the established Inter-Agency Complaint and Feedback Channels, including the Refugee Green Line, the Online SEA Reporting Form and the PSEA Network Complaint e-mail. Updates will only contain anonymized aggregated data and will be used exclusively for monitoring overall implementation of the SOP, risk assessment and planning/implementation of collective SEA risk treatment measures.

7.12. Actions and Updates on Complaints Received by Concerned Organizations, Including Survivor Feedback and Network Update

- A. The final responsibility to address the allegation/complaint, and follow-up the investigation, lies with the individual organization that employs the Subject of Complaint. In cases of SEA committed by humanitarian/development workers engaged by UN implementing partners, the UN entity may be the one conducting the investigation depending on the capacity of the IP to conduct PSEA investigations and existing partnership framework.



- B. Where the organization that employs the Subject of Complaint does not have the capacity to appropriately follow-up on the allegation/complaint, the PSEA Network and UNCT PSEA Task Force, with support from the Resident Coordinator or UNHCR Representative¹¹, should utilize available resources and expertise to support rapid action by the organization.

7.13. Feedback to Survivors and Complainants

- A. It is the responsibility of the investigating agency to provide feedback to the survivor/complainant, and to determine what information is provided, in line with their internal policies.
- B. The investigating organization must notify the complainant and the survivor (if different) in a safe and timely manner of the status and outcome of their investigation. Feedback to survivor/complainant is a two-fold responsibility: it is part of the required outcome of agency investigations under international commitments, and it is part of the survivor assistance package. Ideally, feedback should be given in writing and in the preferred language of the survivor/complainant to avoid confusion and/or differing interpretations of the feedback.

7.13.1. Investigation of Complaints

- A. The PSEA Network and the PSEA Task Force are not responsible for investigations but rather the respective Concerned Organization to the allegation/complaint. The investigation concerns an administrative investigation exercise and not a punitive undertaking at the respective notified agency. The purpose of an investigation is to determine whether the facts and prevalence of the available evidence points to the existence of misconduct. If the findings indicate that personnel have engaged in misconduct, it is the ultimate responsibility of the investigative body of the applicable notified agency to prepare an Investigation. Each agency may have their own method for investigation and disciplinary measures.
- B. During any investigation or legal process that may ensue, a child survivor should be provided with appropriate assistance, which should include the accompaniment by a trained professional throughout the process when it is in

¹¹ In line with UNHCR's overarching responsibilities and accountabilities in refugee response, where any SEA allegation regarding an adult or child victim falling under UNHCR mandate remains unaddressed, UNHCR will be responsible to take action to ensure the provision of needed assistance.



the child's best interests¹². As in the case of any survivor of sexual exploitation and abuse, children should be informed of the process and provided with clear information as to what to expect. This should include the provision of psychosocial support during information-collection and investigations. Interviews with children should be conducted in a way that is sensitive to the developmental stage and capacities of the child by persons who are properly trained on interviewing in a child-sensitive manner¹³. The views of the child are important in the decision-making process and will be considered a significant factor in the settlement of the issue concerned¹⁴.

- C. In the event an agency may lack the capacity to investigate internally, the PSEA Coordinator, upon request from the concerned organization, can support the agency to identify PSEA-trained investigators from global investigation rosters, where possible—at the cost of the requesting agency. For UN and INGO implementing partners, the organizations may request the support of these entities to carry out investigations if internal capacity and expertise is not available. The RCF PSEA Network and the UN PSEASH Task Force will jointly work to establish a national pool of independent investigator to strengthen investigation capacity in Moldova in support of local organizations lacking such expertise.

8. Assistance to Survivors

8.1. Overview of Assistance to Survivors

- A. The assistance and support provided to survivors of sexual exploitation or abuse is an utmost priority and provided in a non-discriminating manner and with survivor consent. Moreover, assistance must be in accordance with existing services and programmes, such as the established [GBV Referral Pathways](#) and [Child Protection Referral Pathways](#) in Moldova, and in line with the Standard Operating Procedures for GBV Interventions in Refugee Settings developed by the RCF GBV Sub-Working Group.
- B. Whenever a humanitarian/development worker receives a SEA allegation/complaint from a survivor, his/her utmost priority must be to ensure the survivor's needs are addressed in line with his/her informed consent by referring them to GBV and/or Child Protection specialized actors.

¹² United Nations Guidelines on Justice Matters involving Child Victims and Witnesses of Crimes ("UN Guidelines"), para. 30.

¹³ For further information, see UNICEF Guidance on child interview monitoring and conducting child interviews.

¹⁴ United Nations Protocol on The Provision of Assistance to Victims of Sexual Exploitation and Abuse.



- C. PSEA Network and Task Force members must work to ensure that all frontline staff and volunteers are trained on (1) how to support a survivor safely and ethically in the event of a disclosure, including through psychological first aid (PFA); and (2) how to relay information on available GBV services, including remote modalities, such as hotlines, if in-person services are not accessible.
- D. PSEA Focal Point and other non-specialized actors should ask the survivor's informed consent to contact a primary focal point on the [GBV Referral Pathways](#) and [Child Protection Referral Pathways](#), and facilitate the contact between service provider and survivor. If a survivor consents to share their information, the referral should be made by accompanying the survivor to the service provider, or by phone and documented by email using the [Inter-Agency Service Referral Form for Assistance for Survivors](#) (Annex D). Referral forms should be sent password protected only to the relevant focal point of the service provider sharing information only on a need-to-know basis. Emergency cases should be first referred via telephone. It is the PSEA Focal Points responsibility to identify whether the survivor did indeed receive the assistance she consented to through the trusted assistance mechanisms within 24 hours and to follow-up to resolve any blockages in case assistance and survivor support services.
- E. Non-specialized actors should not interview survivors or respond directly to the survivors needs but rather refer them to GBV specialized actors (e.g. health, psychosocial support, case management, and protection).

8.2. Principles Regarding Assistance to Survivors

- 8.2.1. The following guiding principles and rights must be respected and carefully monitored at all stages in the provision of assistance and support:
 - A. Assistance and support will be made available to all Survivors of sexual exploitation and abuse irrespective of whether the survivor initiates or cooperates with an investigation or any other accountability procedure.
 - B. Assistance and support shall be provided in a manner that is survivor-centred, rights-based, age, language, disability-and gender sensitive, non-discriminatory and culturally appropriate. The rights and best interests of survivors shall guide how assistance and support are designed and provided.
 - C. Assistance and support to children (under age 18) shall be provided using a child-sensitive approach that takes into account the vulnerabilities and



capacities of the children in a manner consistent with the rights enshrined in the Convention on the Rights of the Child, in particular the “best interests of the child.” As a primary consideration, a determination of the best interests of the child involves an ongoing assessment as to what would best protect a child’s physical, psychological and emotional safety, security and well-being, and applies to decisions which affect the child as an individual, as a member of a specific group, and in general. The evolving capacity of the child and their right to express one’s views and have them considered should be emphasized.

- D. Assistance provided to Survivors shall adhere to the principle of “do no harm” and be provided in a manner which seeks to uphold their rights, dignity and well-being. This may entail provision of safety measures to protect against retaliation, re-victimization and re-traumatization.
- E. The rights of Survivors to privacy, confidentiality and informed consent in respect of assistance shall be respected. Survivors (or their parents/caregivers where appropriate) have the right to decide on the assistance they need, and information should be provided on the full range of options available.
- F. Survivor/ should be informed of the progress and outcomes of actions or processes that concern them.
- G. Survivors are entitled to pursue applicable accountability measures, including legal redress where desired. Concerned Organizations shall cooperate with States on all available measures to hold perpetrators of sexual exploitation and abuse accountable, while respecting due process, confidentiality and the principle of informed consent.

8.3. Mandatory Reporting and Consent

- A. While reporting SEA is mandatory for the majority of humanitarian workers, this obligation may in practice conflict with the principles of confidentiality and the right of the survivor to choose how s/he would like to address an SEA incident. Agencies will need to internally reconcile this potential conflict, balancing both the rights of the survivor and the safety of the broader community.
- B. Survivors (or complainant, if different) should always be informed that there are limits to confidentiality (i.e., related to mandatory reporting and to provision of referrals and services) as soon as they come forward with an



allegation, and this should be explained in their own language and in such a way that it is easy to understand the information and level of detail that will be reported, who will have access, and what form follow-up actions might take. This will support the survivors to understand and assert their right to confidentiality, as it can provide them with an opportunity to reflect on what aspects of their case they may want to disclose or not. For children who are too young to understand, this information should be shared with their trusted adult.

- C. In the case the survivor of SEA does not consent or is not willing to disclose information on the SEA incident, this by no means should hinder her/his right to receive information on available services and - whenever consent is available - to be referred to specialized service providers. Assistance to survivors is an utmost priority and takes precedence over the recording of an allegation/complaint.

8.3.1 Mandatory Report to Law Enforcement Actors

- A. According to the legal framework of Republic of Moldova, mandatory report requirements relevant to SEA situations are the following:
 - a. Obligation by all actors to report to law enforcement authorities' cases of violence against children (including reasonable suspicion);
 - b. Obligation of medical staff to report to authorities in the following situations: (i) child violence of any type and (ii) persons of all ages and gender with medium or seriously bodily injuries caused as a result of a crime against them.
- B. For cases of SEA involving children and any other case where mandatory reporting to law enforcement authorities is required, it is advised to ensure the case is managed by an organization specialized on Child Protection and/or GBV to ensure that mandatory reporting is made to relevant Moldovan authorities in a way that avoids revictimization and promotes the child best interest. Moreover, all actors must observe the procedures established in the GBV Technical Guidance Document for Moldova when managing cases of SEA where mandatory reporting is applicable.
- C. Mandatory reporting procedures that require survivors to first report to the police delay or obstruct survivors from seeking potentially life-saving medical



care. Health care services are the priority and must be provided regardless of the reporting circumstances.

9. Challenges to Implementation and other considerations

- A. In cases where challenges in implementing the SOPs are raised, a process will be followed to discuss the matter and determine appropriate actions to be taken and address the issue in order to facilitate on-going information sharing and referrals. A meeting will be convened including the PSEA Focal Point(s) of the relevant entities and the PSEA Coordinator/Co-chairs to discuss the matter and to determine appropriate actions to be taken within two weeks from the identified challenges in the implementation.
- B. Pending the resolution of the matter, referrals among PSEA Network members and information sharing should continue.
- C. Whenever the PSEA Coordinator is not available to perform his/her duties associated with the implementation of this SOP, the RCF Protection Coordinator will assume his/her responsibilities temporarily.
- D. This SOP shall be regularly reviewed in coordination with the RCF PSEA Network and PSEASH Task Force members, and it shall be complemented with additional documents, including a SEA Data and Information Sharing Protocol to be developed and presented for approval.

10. Endorsement and Signature of SOP

- A. This SOP has been endorsed by the United Nations Country Team on a non-objection basis on 30 of September of 2022.
- B. This SOP is open for signature by organizations on an on-going basis.
- C. Organizations must express their willingness to adhere to this SOP by contacting the PSEA Coordinator, who will proceed with formalization of adherence to the SOPs and formal membership to the PSEA Network.



Annexes

- A. [Online SEA Incidents Reporting Form](#)
- B. [Inter-Agency SEA Complaint Referral Form](#)
- C. [Record of Informed Consent for Survivors of SEA for Service Referral](#)
- D. [Inter-Agency Service Referral Form for Assistance for Survivors](#)
- E. [Online SEA Complaint Referral Notification Form for Moldova.](#)
- F. [PSEA Network TOR](#)
- G. [PSEA Coordinator TOR](#)
- H. [PSEA Focal Point TOR](#)
- I. [PSEA Network Action Plan](#)
- J. [SEA Complaints Referral Flowchart](#)
- K. [Guidance Note on PSEA in the Context of the Refugee Response in Moldova](#)
- L. [List of PSEA Focal Points in Moldova](#)

Other Resources and Relevant Documents

- A. [IASC Six Core Principles Relating to Sexual Exploitation and Abuse](#)
- B. [Minimum Operating Standards on Protection of Sexual Exploitation and Abuse by Own Personnel](#)
- C. [Sample Organizational Code of Conduct](#)
- D. [Secretary-General's Bulletin on Special Measures for Protection from Sexual Exploitation and Sexual Abuse](#)
- E. [United Nations Protocol on Allegations of Sexual Exploitation and Abuse Involving Implementing Partners](#)
- F. [United Nations Protocol on the Provision of Assistance to Survivors of Sexual Exploitation and Abuse](#)