

PSEA Task Force

Inter-Agency Standard Operating Procedures for processing Sexual Exploitation and Abuse complaints

1. Background information

The main objective of these inter-agency Standard Operating Procedures is to define the measures to be taken in case of actual, suspected or alleged Sexual Exploitation and Abuse (SEA) committed by aid workers, encompassing staff and associates of UN agencies, NGOs, and other partner organizations in Slovakia.

All participating organizations agree to uphold the IASC Six Core Principles relating to SEA:

1. Sexual exploitation and abuse by humanitarian workers constitute acts of gross misconduct and are therefore grounds for termination of employment.
2. Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.
3. Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries.
4. Any sexual relationship between those providing humanitarian assistance and protection and a person benefitting from such humanitarian assistance and protection that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work.
5. Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.
6. Humanitarian workers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.¹

These SOPs standardize inter-agency referrals between participating organizations, to ensure that no complaint or allegation is lost or mismanaged, and that all victims can receive appropriate services. All participating organizations agree to receive and handle complaints in good faith and in the spirit of cooperation, with respect for confidentiality. Furthermore, all personnel, within the limits of their role and function, must apply a victim-centred approach. A victim-centred approach involves handling safe disclosure including ensuring that confidentiality and consent are respected and that survivors are referred to services as requested.

Each organization is accountable for the overall assistance and provision of support to any victim of SEA perpetrated by their personnel and associates (including implementing partners). The concerned organization may

¹ IASC, *Six Core Principles Relating to Sexual Exploitation and Abuse*, available at: <https://psea.interagencystandingcommittee.org/update/iasc-six-core-principles>

need to provide a dedicated case manager who has the necessary professional experience to support the victim in accessing services and investigation or accountability procedures.

These SOPs are not intended to change or override the existing organization specific internal policies or procedures on PSEA; rather, they supplement internal policies and reinforce common action by providing guidance when reports of allegation/complaints need to be referred beyond one individual organization. Organizations who receive a complaint related to SEA allegedly perpetrated by another entity's staff member or associate shall refer the case in safety and confidentiality through the inter-agency referral system.

2. Definitions

Sexual Exploitation: any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.²

Sexual Abuse: the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.³

Sexual Exploitation and Abuse (SEA): the combination of sexual exploitation and sexual abuse acts or incidents, or attempts and threats thereof. SEA constitute serious misconduct and are therefore grounds for disciplinary measures, including summary dismissal.⁴ The acronym "SEA" is commonly used to refer to acts committed by United Nations (UN), UN partners or affiliates, NGO and inter-government personnel and volunteers against the affected population. SEA occurs when people in a position of power or trust exploit the vulnerability of the affected communities for sexual purposes.

Sexual Harassment [vs SEA]: any unwelcome sexual advance, request for sexual favor, verbal or physical conduct or gesture of a sexual nature, or any other behavior of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation to another, when such conduct interferes with work, is made a condition of employment, or creates an intimidating, hostile or offensive work environment. While typically involving a pattern of behavior, it can take the form of a single incident. Sexual harassment may occur between persons of the opposite or same sex; both males and females can be either the victims or the offenders.⁵ As a rule of thumb, SEA are acts committed by humanitarian workers against beneficiaries of humanitarian assistance or vulnerable members of the community, while sexual harassment is related to the workplace and occurs, for example, against another humanitarian worker. Sexual harassment is not covered by these SOPs.⁶

Gender Based Violence (GBV) [vs SEA]: 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. 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.⁷ Even though SEA is a form of GBV, SEA does not always happen against

² United Nations, *Secretary General's Bulletin on Special Measures for Protection from Sexual Exploitation and Sexual Abuse*, ST/SGB/2003/13, 2003, available at: <https://digitallibrary.un.org/record/504355?ln=en>

³ Ibid.

⁴ Ibid.

⁵ United Nations, *Secretary-General's Bulletin on Prohibition of Discrimination, Harassment, Including Sexual Harassment, and Abuse of Authority*, ST/SGB/2008/5, 2008, available at: <https://digitallibrary.un.org/record/620578>

⁶ Complaints of harassment, including sexual harassment, can be reported to the Slovak National Centre for Human Rights (see Section 5.4).

⁷ IASC, *Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action*, 2015, available at: https://gbvguidelines.org/wp/wp-content/uploads/2016/10/2015_IASC_Gender-based_Violence_Guidelines_full-res.pdf

the victim's will - some consensual acts can constitute SEA.⁸ On the other hand, since SEA is a form of GBV, it is recommended that response services for victims is provided in line with existing referral pathways.

Victim [/survivor]: a person who has been subject to SEA or an attempt thereof. Different agencies and policies on PSEA use the words “victim” and “survivor” interchangeably to define a person who has had SEA perpetrated against them. In these SOPs the term “victim” is used, in alignment with the language of the *United Nations Protocol on the Provision of Assistance to Victims of Sexual Exploitation and Abuse* and the *Slovak Act on Victims of Crime and on Amendments to Certain Acts (Coll. 274/2017)*.

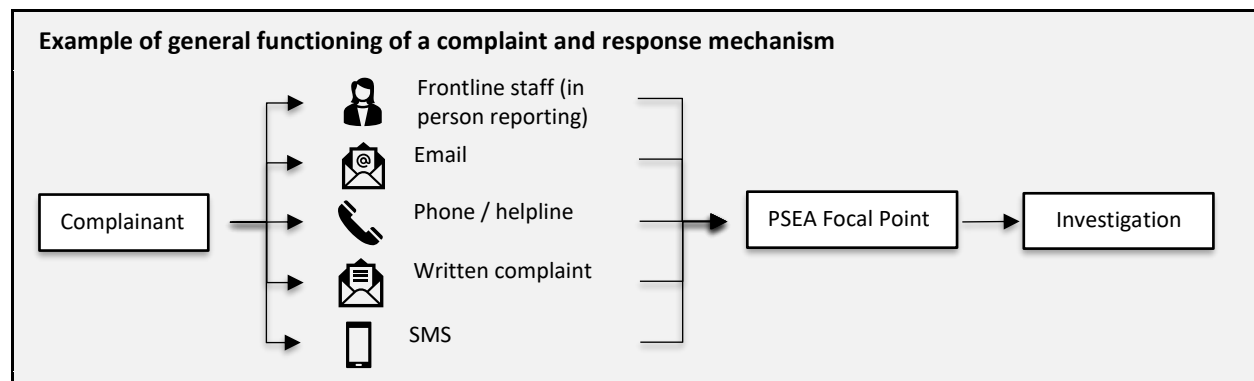
Complainant: a person who brings an allegation of SEA to attention, in accordance with established procedures. The complainant may be the SEA victim, or another person who is aware of the wrongdoing, including a staff member of a humanitarian organization who reports concerns of SEA (so-called “whistleblower”). The complainant and the victim, if they are different persons, must be protected from retaliation for reporting SEA. Where there is any conflict of interest between the victim and other interested parties, it is the victim’s wishes and needs that must be the principal consideration in case management, particularly where they are at risk of additional harm.

Perpetrator: the person or group of persons who commits an act of SEA. A humanitarian worker against whom a complaint is made is considered innocent until proven otherwise, and is referred to as “alleged perpetrator”.

Accountable Organization: the agency or organization that employs (or has a contractual relationship with) the alleged perpetrator, and is therefore responsible for investigating the allegation and taking all appropriate follow-up action to support the victim.

Inter-Agency Community Based Complaint Mechanism (CBCM): a system blending formal and informal community structures, built on engagement with the community, where individuals are able and encouraged to safely report grievances (including SEA) and those reports are referred to the appropriate entities for follow-up. In general, each organization’s complaint and response mechanism should incorporate the following features:

- the person reporting can be the victim or somebody else (for example, a witness);
- the mechanism offers various channels through which individuals can complain, but each channel shall lead to the same point in the organization (for example, the PSEA Focal Point or the organization’s investigative entity);
- timelines and responsibilities for the whole process of receiving a complaint, responding, and escalating it for investigation shall be governed by written procedures in each organization. These should clarify how sensitive information is handled, and only seen by those who "need to know".



⁸ UNHCR, *Investigating Allegations of Sexual Exploitation and Abuse. A Toolkit for Partners*, 2021, available at: <https://interagencystandingcommittee.org/system/files/2021-12/Toolkit%20-%20INVESTIGATING%20ALLEGATIONS%20OF%20SEXUAL%20EXPLOITATION%20AND%20ABUSE%20IN%20HUMANITARIAN%20SETTINGS.pdf>

Whistleblower Protection Policy: an organizational policy which encourages personnel to report concerns or suspicions of misconduct by colleagues by offering protection from retaliation for reporting.

3. Guiding principles

Victim-centered approach: all responses to SEA complaints and allegations must be developed in a manner that balances respect for due process with the victim-centered approach, in which the victim's wishes, safety and well-being remain a priority in all matters and procedures. The overarching approach is to let the victim 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 to receive.

Confidentiality: actors must respect the confidentiality of complainants, victims, and other relevant parties at all times. All SEA-related information will be kept confidential, identities will be protected, and the personal information on victims shall be collected and shared only with the informed consent of the person(s) concerned. This applies also to translators or interpreters whose support may be required at any stage of the process.⁹ Disclosure of information must be on a strict need-to-know basis, and even where the victim gives such consent, only pertinent and relevant information shall be shared with others for the purpose of helping the victim (such as referring for GBV services, or for investigation). Online and physical records should be stored securely to prevent accidental or unauthorized disclosures. Every participating agency shall implement appropriate procedures to maintain confidentiality in case it collects, receives, uses, transfers, or stores any personal data of a complaint, guided by the principles in these SOPs. All complainants must be made aware of the rights and limits of confidentiality, and their explicit informed consent to proceed with recording the complaint must be obtained in writing. Importantly, complainants/victims must be made aware of the fact that all aid workers have a duty to report, and what the implications of such duty are on their specific case.

Safety: the safety of the victim is the primary consideration at all times including during reporting, investigation by the concerned organization, and provision of assistance to the victim. Based on a preliminary risk assessment, a security/protection plan may be developed based on individualized needs.

Transparency: members of the affected community shall be informed (in a format that is accessible to all, regardless of age, literacy, language spoken or disability) on how to raise complaints and allegations, and may offer input to improve how complaints and allegations may be raised and handled. Specific policies and procedures, including in relation to investigations, and available reporting channels within organizations and their functioning also need to be transparent, and clearly communicated to every employee and associated personnel.

Accountability: community members shall be informed about their rights, including their right to make (and withdraw) SEA allegations. Victims shall be kept informed about any next steps related to their case, including investigation and referral to GBV services, and shall be provided information on any obligation for service providers to report to the authorities (mandatory reporting) to enable them to make informed decisions.

Informed consent: consent based on exhaustive information on available options must be obtained in writing¹⁰

⁹ In situations where the support of an interpreter is required, he/she shall receive prior information about the nature of the interview, his/her role and the need to maintain confidentiality over all the information. Asking the interpreter to sign a confidentiality agreement is required. Sample templates to be adapted as necessary can be found on the PSEA Task Force Sharepoint ([here](#)).

¹⁰ Sample templates to record informed consent, to be adapted as necessary, can be found on the PSEA Task Force Sharepoint ([here](#)).

before sharing a victim’s information with anyone, and ahead of any action or referral.¹¹ Victims have the right to withdraw consent at any time. Complainants/victims have to be informed that it is mandatory for all humanitarian workers who become aware of SEA to report immediately through the established reporting mechanisms, but that they have the right to or not to be involved in the reporting and investigation process of the case. In the event the victim wishes not to be involved, the survivors’ access to services should still be prioritized and facilitated while the incident should be referred without identifiable information. To ensure that consent is “informed”, service providers must: (a) give all possible information and options available to the victim, in a language and means in which he/she understands; (b) inform the victim that the service provider may need to share their information with others who can provide additional services; (c) explain to the victim what will happen as part of service provision, including follow-up actions associated to investigations of the SEA case; (d) explain the benefits and risks of services to the victim; (e) explain to the victim that she/he has the right to decline or refuse any part of services (in this case the service provider must inform the victim on the eventual consequences of a revoked consent); (f) explain limits to confidentiality (e.g. duty to report, mandatory reporting).

Informed consent is the voluntary agreement of an individual who has the legal capacity to give consent (e.g. age 18 and above). The individual has the right to receive all the relevant information ahead of giving consent, and to place limitations on the type of information to be shared and with whom.

Informed assent is sought with children who do not have the legal capacity to give consent but are old enough to understand and express willingness to participate in services. Children must be consulted and given all information needed to make an informed decision, using child-friendly techniques.

Snapshot of informed consent/assent guidelines

Age group	Child	Caregiver	If no caregiver or not in child’s best interest	Means
0–5	-	Informed consent	Other trusted adult’s or caseworker’s informed consent	Written consent
6–11	Informed assent	Informed consent	Other trusted adult’s or case worker’s informed consent	Oral assent, Written consent
12–14	Informed assent	Informed consent	Other trusted adult’s or child’s informed assent.	Written assent, Written consent
15–18	Informed consent	Obtain informed consent with child’s permission	Child’s informed consent and sufficient level of maturity takes due weight	Written consent

Source: International Rescue Committee (IRC) and UNICEF, *Caring for Child Survivors of Sexual Abuse. Guidelines for health and psychosocial service providers in humanitarian settings*, 2012, available at: <https://www.unicef.org/media/73591/file/IRC-CSS-Guide-2012.pdf.pdf>

Duty to report: the *Secretary General’s Bulletin on Special Measures for PSEA*, the *IASC Six Core Principles* and related agency/organizational policies oblige staff of the United Nations and all humanitarian actors to promptly report all concerns or suspicions of SEA by fellow workers via established reporting mechanisms, whether or not the alleged perpetrator is from the same entity. Reports must be made in good faith, and reporting personnel should be reassured that no retaliatory action will be taken against any worker who makes a good faith report, even if the allegation is proven unfounded upon investigation.¹² In addition, each organization has a responsibility to comply with mandatory reporting regulations arising from the Slovak law (owing to their status, United Nations agencies may have different responsibilities and modalities for voluntary cooperation with national authorities in

¹¹ Each entity shall include in its own data protection policy clear data retention rules, including indications on how data are stored, protected, and for how long retention is required to achieve the purpose for which information was collected. In doing so, each entity’s data protection and privacy framework should abide by applicable legal requirements, including General Data Protection Regulation (GDPR) for national organizations and agency-specific data protection policies for UN agencies.

¹² If a staff knowingly and willfully reports false or malicious information regarding another staff person, such false reports constitute misconduct and should therefore lead to disciplinary action as per respective accountable organization’s policy.

the administration of justice) and personnel should seek the advice on a case by case basis.

Mandatory reporting

The Slovak *Criminal Procedure Code* (Coll. 301/2005) obliges everybody who has information about possible crime to report it to the authorities, i.e. the police. If the victim is a child, mandatory reporting includes also the duty to report to the local Office of Labour, Social Affairs and Family. Whoever learns in a reliable way that another person has committed a crime for which the Criminal Code provides for a prison sentence with a maximum sentence of at least 10 years, can face a penalty of up to three years (Criminal Code Coll. 305/2005). Some acts defined as Sexual Exploitation and Sexual Abuse in this policy that potentially fall under this requirement would be rape, sexual violence, and any abuse of minors, as well as human trafficking. Notably, however, the *Act on Victims of Crime and on Amendments to Certain Acts* (Coll. 274/2017) requires preventing secondary victimization of the victim. This means that any reporting needs to be done after a careful assessment of the victim's safety and wellbeing, while providing access to specific services according victim's needs.

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 is taken on behalf of a child, the best interest of the child shall be the overriding guide.

4. Roles and Responsibilities

The inter-agency **PSEA Task Force**, activated in May 2022 and attended by the designated PSEA Focal Points of the organizations, is the primary body for awareness, prevention and oversight on PSEA by international and national personnel of the entities providing humanitarian assistance in Slovakia. The Terms of Reference of the PSEA Task Force are available on the UNHCR Data Portal ([here](#)). The PSEA Task Force is not responsible for the investigation or adjudication of complaints, as this responsibility rests exclusively with the individual accountable organizations.

The **PSEA Co-Chairs**, UNHCR and the Slovak National Centre for Human Rights (SNCHR), build on their respective capacity and technical expertise on safeguarding (e.g., PSEA, sexual harassment, etc.) to support inter-agency PSEA efforts in Slovakia. The Co-Chairs are responsible for the in-country strategic leadership on PSEA, and they lead the Task Force to achieve the deliverables of the Action Plan.

The **PSEA Coordinator**, whose function in Slovakia is covered by UNHCR, is responsible for coordinating and supporting the collective PSEA activities of organizations in Slovakia, under the overall supervision of the Refugee Coordination Forum. The PSEA Coordinator contributes to collective PSEA efforts, ensuring the implementation of a victim-centered approach, and does not replace individual agency commitments. The PSEA Coordinator supports Task Force members on request in strengthening their capacities in preventing and responding to SEA, but does not investigate SEA allegations.

The designated **PSEA Focal Points** are responsible for actively promoting PSEA within their own organization and contribute to collective initiatives on their organizations' behalf.¹³ In particular, they are responsible to ensure safe reception, referral and follow-up of SEA allegations as needed, and that victims have access to support services through the GBV and Child Protection (CP) referral pathways and to investigation or accountability processes,¹⁴

¹³ Terms of Reference of the PSEA Focal Point were reviewed and endorsed by the PSEA Task Force in September 2022 and are available in English and Slovak in the PSEA Task Force Sharepoint ([here](#))

¹⁴ For reasons of due process and for proper segregation of roles, the PSEA Focal Point should not be tasked with conducting investigations or other accountability processes, in order to avoid conflict of interest.

based on their wishes and informed consent. They shall liaise with the PSEA Focal Points of other organizations as appropriate in case they receive an allegations pertaining to the misconduct of their personnel. Finally, PSEA Focal Points are required to participate in the PSEA Task Force meetings in representation of their organization, and submit anonymized information on SEA allegations pertaining to their organization, as required.

5. Procedures

A SEA complaint can be received through any of the complaint and feedback mechanisms of one's organization, but it may also be received by a staff member of another organization. Any staff member receiving a complaint shall, with the complainant/victim's informed consent, refer them to the PSEA Focal Point of their own organization or, alternatively, directly to the organization's investigative entity if so provided for in the internal policy, within maximum 24 hours.¹⁵

5.1 If the allegation pertains to the misconduct of a staff member or associate of one's own humanitarian organization

When an allegation pertains to the misconduct of a staff member or associate of one's own humanitarian organization, this is to be treated according to the organization specific SEA procedures and policies.

When the PSEA Focal Point has received the complaint, he/she shall contact the complainant/victim for counselling without delay, within maximum 48 hours.

Counselling must prioritize the assessment of the immediate needs of the complainant/victim, for example immediate medical attention, safety risks of the victim and their family. A security/protection plan based on individualized needs may have to be developed, including for example relocation and safe housing to protect the victim and their family from risks of retaliation; immediate medical response to injuries; access to medication against infections and unwanted pregnancy, etc.

During the counselling, the PSEA Focal Point must provide exhaustive information about the available support services, as indicated in the inter-agency GBV and child protection referral pathways, as well as the organization's investigation and accountability procedures.

In a language that he/she understands, the complainant/victim must receive sufficient information with regard to their right to confidentiality and its limits, as well as the need that they also keep confidential all information relating to the complaint and the following process. The informed consent of the victim is necessary in order for the PSEA Focal Point to proceed with taking any action or making any referral, including internally, for example if a case manager is assigned to the case. The victim has to be made aware that they may choose to deny or withdraw consent at any time.

The PSEA Focal Point has to explain his/her duty to report SEA allegations and to whom, based on internal organizational policy and the inter-agency standard operating procedures, as well as any mandatory reporting requirement to the local authorities. The complainant/victim shall receive explanations of the extent to which their personal information can be anonymized, if informed consent is not provided.

¹⁵ In case consent for the referral to the PSEA Focal Point is denied, the staff member should inform the complainant/victim of how they can submit a complaint at a later stage, should they change their mind. The staff member should nonetheless inform the PSEA Focal Point of his/her organization of having received information about a possible SEA incident, without sharing any identifiable information that may make the complainant/victim identifiable.

In order for the PSEA Task Force to monitor trends on SEA cases in Slovakia, the PSEA Focal Point should also inform the PSEA Coordinator, using exclusively anonymized information, of the allegation received and steps taken to address the case.¹⁶

The accountable organization shall proceed to address the case as per their own internal procedures, and in line with the victim-centered approach (see, as an example, the flowchart in Annex I). Throughout the process, the PSEA Focal Point shall remain available and reachable to the victim, and continue to provide support as required.

5.2 If the allegation pertains to the misconduct of a staff member or associate of another humanitarian organization

If the allegation pertains to misconduct of a staff member or associate of a different humanitarian organization, within 48 hours and with the complainant/victim's informed consent, the PSEA Focal Point shall refer the case to the PSEA Focal Point or the investigative entity of the organization who employs (or has a contractual relationship) with the alleged perpetrator – that is the accountable organization.¹⁷

The referral shall be made in person/phone and via email, using the *Standardized Inter-Agency Complaint Referral Form for Sexual Exploitation and Abuse* (Annex II). The referral form should be password encrypted. In all instances, referrals have to take into sufficient account the safety of the victim, the complainant, and any other witness, and ensure that they are protected from retaliation.

When the Focal Point of the accountable organization receives the allegation, he/she shall acknowledge receipt of the complaint in writing within 24 hours, and proceed to counsel the victim on the available support services and on internal investigation and accountability procedures, as explained in Section 5.1 above.

5.3 If the allegation pertains to the misconduct of a staff member or associate of an unknown humanitarian organization

The PSEA Focal Point receiving the disclosure shall obtain consent from the complainant/victim to raise the matter with the PSEA Coordinator, who will conduct a preliminary assessment of the case to seek to obtain further information, and determine the way forward. If necessary and as appropriate, the PSEA Coordinator will seek support from other PSEA Task Force members.

5.4 If the allegation pertains to sexual harassment or other form of discrimination

Complaints related to any misconduct that falls under the [Anti-discrimination Act \(365/2004\)](#) can be reported to the Slovak National Centre for Human Rights (Slovenské Národné Stredisko pre Ľudské Práva, <https://www.snslp.sk/>), which will provide free legal aid to victims of sexual harassment or other form of discrimination and intolerance and/or refer to other services as appropriate. The SNCHR may represent victims of sexual harassment or other form of discrimination and intolerance in the area of employment or similar relations, healthcare, social security, education and provision of goods and services (including housing). Regarding complaints of SEA, SNCHR may provide general guidance.

¹⁶ Furthermore, if the organization employing the alleged perpetrator is in a Project Partnership Agreement (PPA) with one or more United Nations agencies, they shall be promptly informed of the allegation and the steps taken by the organization to support the victim and address the case.

¹⁷ If no PSEA Focal Point or confidential reporting channel is not available, or if the PSEA Focal Point is involved in the incident, the case shall be referred to the most senior relevant person within the organization (for example, the director) or directly to the agency's investigation body if available.

In order for the PSEA Task Force to monitor trends on SEA cases in Slovakia, a PSEA Focal Point receiving such information should notify the PSEA Coordinator, using exclusively anonymized information, of the allegation received and steps taken to address the case.

6. Investigating SEA allegations

Timely and professional investigations are essential to ensure justice for the victim and the accountability of the perpetrator. The organization employing the alleged perpetrator is responsible for conducting the administrative investigations on any allegation of sexual misconduct committed by their personnel and taking disciplinary action regarding confirmed misconduct, if applicable.

While internal investigations are of an administrative nature, certain acts of sexual misconduct may warrant referral to local authorities (see note on Mandatory Reporting above).

The professional investigation shall be based on the victim-centered approach and meet due process standards. Where in-house capacity to conduct such type of investigation is not available, organizations shall use external professional investigation services or consultant investigators.

All information contained in the complaint, particularly personal information of the complainant/victim and the alleged perpetrator, must remain confidential through the investigation process. Information sharing must be limited to a strict need-to-know basis. The necessity to share information with third parties should be decided on a case-by-case basis, in consideration of the victim's informed consent, the best interest of the victim, and prioritizing the safety of all those involved.

Organizations that are in partnership agreement with United Nations agencies are required to keep the partner agencies informed during the administrative investigation process and, at the conclusion of the investigation, provide them with a complete and unredacted copy of the investigation report.¹⁸

7. Victims' referral to assistance and support

Victims of SEA have a right to assistance and timely support in a manner that is safe, culturally relevant, and age and gender appropriate, and based on their informed consent.

All United Nations entities and implementing partners are responsible for having a defined and articulated procedure for prompt referral to qualified service providers and for having personnel trained on the process for referring victims for assistance in a safe and confidential manner.¹⁹ Services may include immediate assistance such as urgent medical care (for example, the clinical management of rape); safety and protection; basic material assistance such as food, clothing, and transportation to access services; psychosocial support; legal services; and support for children born as a result of sexual exploitation and abuse. Longer-term assistance can include comprehensive health care; ongoing psychosocial support, including mental health services; legal assistance; livelihood support; skills training and education.²⁰

¹⁸ The precise requirements may depend on the terms of the particular partnership agreement.

¹⁹ United Nations, *Protocol on the Provision of Assistance to Victims of Sexual Exploitation and Abuse*, 2019, available at: https://www.un.org/en/pdfs/UN%20Victim%20Assistance%20Protocol_English_Final.pdf

²⁰ UNICEF, *Technical Note on the Implementation of the United Nations Protocol on the Provision of Assistance to Victims of Sexual Exploitation and Abuse*, 2021, available at: https://psea.interagencystandingcommittee.org/sites/default/files/2021-11/Technical%20Note_UN%20Victims%20Assistance%20Protocol%20%28ENG%29%202021_final.pdf

A list of services for survivors of Gender Based Violence (including SEA) in Slovakia is publicly available [here](#).

8. Reporting to the PSEA Task Force

For the purpose of monitoring SEA trends in the refugee response in Slovakia, on a quarterly basis, organizations' PSEA Focal Points should share with the PSEA Coordinator anonymized, non-identifiable information on complaints received, if any, and action taken.

As a minimum, the information to be shared with the PSEA Coordinator should comprise the number of complaints received in the reporting period; the number of complaints that have been referred to a competent investigative body, including confirmation that reception has been acknowledged; the number of complaints for which the accountable organization has activated mechanisms for the provision of protection and support to the victim. The Template for Inter-Agency Report on PSEA (Annex III) can be used for this purpose.

These Standard Operating Procedures are approved and endorsed by the following organizations:

PSEA Task Force Co-Chairs:



SLOVAK NATIONAL
CENTRE FOR
HUMAN RIGHTS



PSEA Task Force members:



FACULTY OF ARTS
Comenius University
Bratislava

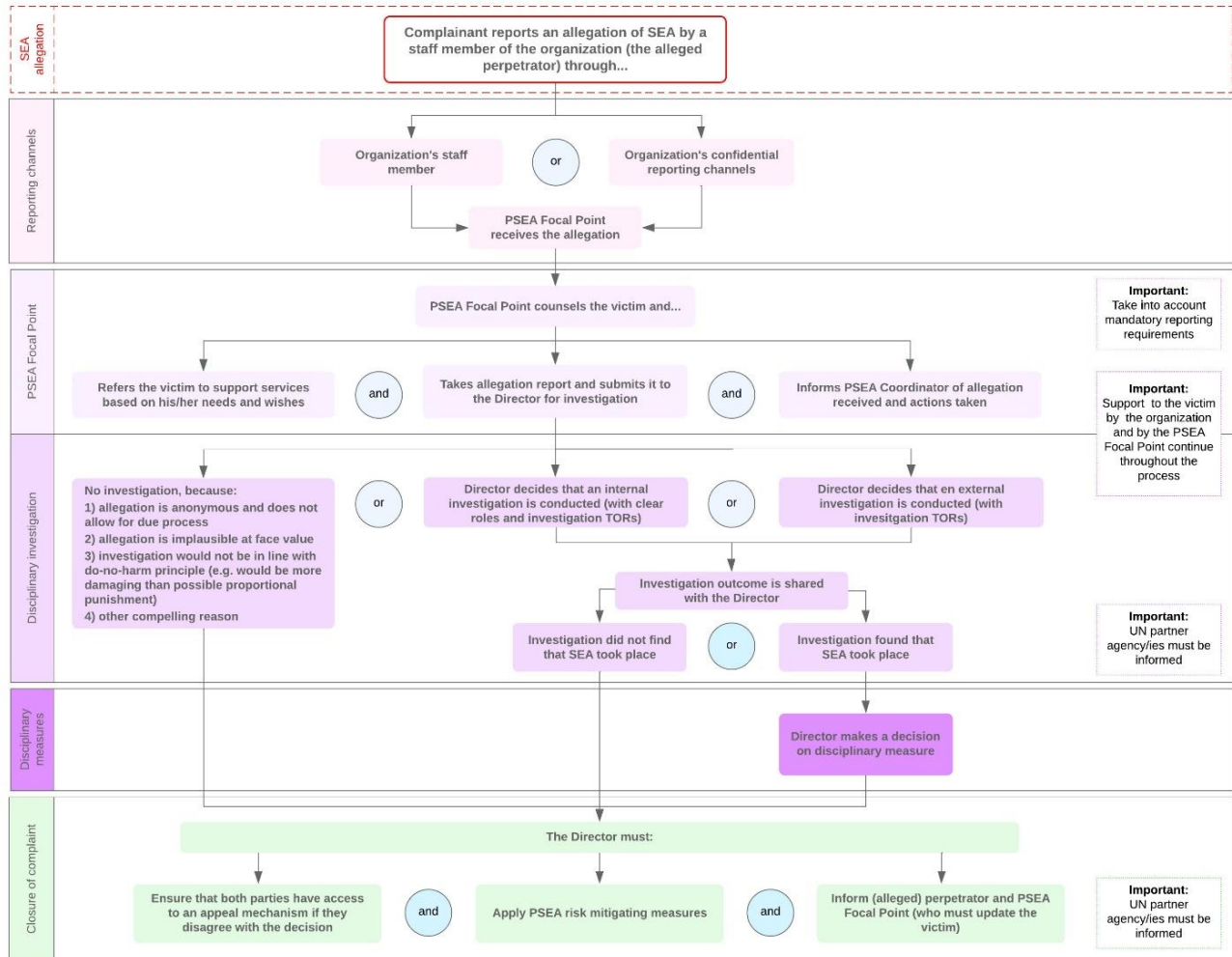


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These Standard Operating Procedures shall be revised by the PSEA Task Force at the latest in February 2024.

Handling a SEA allegation flowchart - standard process



Anna Turus, UNCHR Inter Agency Coordination Officer (PSEA), turusa@unhcr.org

Standardized Inter-Agency Complaint Referral Form for Sexual Exploitation and Abuse	
Date of complaint:	Reporting channel used:
Information about the complainant	
Name of complainant:	
Age of complainant:	Gender of complainant:
Nationality of the complainant:	Preferred language of the complainant:
Address and contact of the complainant:	
Any immediate needs or safety concerns identified for the complainant:	
Other information/comments:	
Information about the victim	
Name of the victim:	
Address and contact of the victim:	
Nationality of the victim:	Preferred language of the victim:
Gender of the victim:	Age of the victim:
If under 18: <input type="checkbox"/> accompanied <input type="checkbox"/> unaccompanied <input type="checkbox"/> separated	If under 18, name and address of parent/guardian:
Has the victim given consent to the completion of this form and referral? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	
Any immediate needs or safety concerns identified for the victim:	
Other information/comments:	
Information about the incident(s)	
Date and time of the incident(s):	Location of the incident(s):
Name of the alleged perpetrator:	
Name of the organization that the perpetrator works with:	
Description of the incident(s) as given by the victim/complainant:	
Actions taken so far	
Please describe any action taken to ensure immediate needs or safety concerns for the complainant or victim:	
If the survivor has been referred to an organization for support, please describe:	
Information of the receiving entity	
Date of the report:	
Name of the PSEA Focal Point who has filled in the report:	
Signature:	

Template for Inter-Agency Report on PSEA	
Name of organization:	Organization's PSEA Focal Point(s):
Reporting period: from / / to / /	
Statistical information	
Number of complaints of sexual exploitation received:	
Number of complaints of sexual abuse received:	
Number of SEA complaints investigated:	
Number of child victims:	Number of adult victims:
Number of child victims receiving support:	Number of adult victims receiving support:
Number of complaints received from:	The victim:
	A humanitarian staff member/associate:
	A witness:
Number of complaints where the alleged perpetrator is a staff/member of:	A UN agency:
	An NGO:
	A Government actor:
	Other (please explain):
Risk mitigation measures	
Please provide an overview of SEA risk mitigation measures undertaken by the organization:	