Complainant or survivor → Section Leader/Camp Committee/Camp-based CBO/ SGBV Committee/KWO/Code of Conduct Committee/KRC or KnRC/Boxes

Report made to any trusted staff member from a CCSDPT agency, UNHCR, IOM or to a member of the PSAE St. Com

LAC/UNHCR →

Country Director informed. If perpetrator from other agency, CD refers to that agency for action. Report is analyzed by head of employing agency. CD ensures that survivor referred to appropriate referral services.

Complaint is breach of CoC → Formal investigation initiated and investigation team appointed by head of employing agency.

Criminal activity discovered, hand over to police, local authorities with victim consent

Complaint is criminal in nature – handed over to LAC/UNHCR with consent of victim.

Complaint can’t be substantiated →

Complaint proven, investigation report, disciplinary action

Final report made, action taken and decision communicated by Country Director to complainant and to referring agency if relevant. Result and action taken communicated to St. Com and UNHCR.

UNHCR and PSAE Chairperson informed of case.