TOOL 3:
GUIDANCE FOR DISCUSSIONS WITH PARTNER ORGANISATIONS ON PSEA AND COMMUNITY-BASED COMPLAINT MECHANISMS

> **(!) NOTE**
>
> Use this tool in coordination with other tools in the Regional PSEA/SH Mechanism and Toolkit e.g. **Tool 7: PSEA Self-Audit Checklist; Tool 1: Template Model SOPs for PSEA and complaint handling mechanisms; and Tool 4: Steps to set-up a community-based complaint mechanism**.
>
> It is intended that discussions with partners using this guidance is facilitated by personnel with a good knowledge of PSEA/SH and complaint mechanisms, and the programme context, and of the partnership.

INTRODUCTION

Establishing accessible, safe and confidential complaint mechanisms is a crucial component of any system intended to protect, prevent and respond to exploitation and abuse, including sexual exploitation and abuse (SEA) and sexual harassment (SH), by service providers and personnel against concerned populations. PSEA systems should not stand-alone and it is important that complaint mechanisms fit within any existing reporting and response and referral mechanisms to ensure each individual's right to access protection and proper services, at the agency and local level.

When working with partners to provide services it is important to include them in the design of any complaint mechanism. It is also important to support partners, where necessary to establish the required policies and procedures to assure a robust PSEA/SH system is established, and that concerned populations are sufficiently protected in all operational/programme areas.

This guide can form part of a service providers assessment process of partners, to identify any gaps in practices and to plan actions to address these within the partner agreement and proposed programme activities. Key areas where improvements are needed to ensure a PSEA/SH system is in place across the operational area and program can be collated and assessed based on the information gathered using the tools below.

OBJECTIVE OF DISCUSSIONS WITH PARTNERS

- Provide information to partners on PSEA/SH feedback, complaint handling mechanisms and the Regional Mechanism for inter-agency complaint referrals
- Discuss with partners shared commitments and obligations to PSEA/SH
- Raise awareness of the rights of concerned populations to submit a complaint to the partner and service providers, and to receive a response
- Raise awareness of partners' responsibilities to facilitate reporting and complaints
- Identify existing feedback and community-based complaints systems
- Explore which existing or suggested feedback and complaint mechanisms, reporting and referral procedures are most relevant for partners

- Discuss appropriate procedures for submitting complaints and providing feedback to concerned populations
- Understand barriers and risks to reporting within a community and to service providers
- Inform the design of the regional Community-Based Complaint Referral Mechanism (the "Mechanism") and agency feedback and community-based complaint processes.

IMPORTANT CONSIDERATIONS

Discussions on PSEA/SH feedback and community-based complaint mechanisms with partners should consider the following:

- Highlight that the discussion and information gathered will be used to improve inter-agency systems in the region to ensure PSEA/SH and Accountability to Affected Population (AAP)
- Understand and respect the specific sensitivities and cultural dynamics about SEA/SH for partners in their context
- Acknowledge the different capacity, size, mandate and structure of each partner
- Recognise the trust that partners might have with concerned populations and within their communities.
- Ensure that the discussion is with personnel who are knowledgeable about the relevant PSEA/SH and AAP policies and procedures within their organisation
- Respect their ability to identify most relevant entry points for complaints from people and communities.
- Ensure the location and timeframe arranged for the meeting provides adequate confidentiality and time and for the discussion.

TOOLS FOR CONSULTATIONS WITH PARTNERS

Find below a Tool, which can be used to guide a discussion and consultation with partners regarding PSEA/SH feedback and community-based complaint mechanisms. This information can be used to support the development of an improvement plan and to develop the Regional inter-agency complaint referral Mechanism.

Please contextualize the questions where necessary to best reflect the partner, their operational activities and capacity.

> **!** This can be used electronically or printed to document the discussion and the partners' responses. The questions should be used **to guide** the discussion.

TOOL: DISCUSSION GUIDE

Name of partner: _____

Partner representative(s) name and role: _____

Location and Date: _____

Relationship with other service providers: _____

Main activities implemented by partner: _____

GUIDING QUESTIONS	RESPONSES
Make a brief introduction of the subject and make sure that all participating understand the purpose of the consultation and how the responses can be used. Please refer to the first section of this guidance note in preparation of the consultations.	
Question 1 - 10 relate to organisational policies and procedures for PSEA/SH and complaint procedures	
1. Does your organization have a Code of Conduct (CoC) that includes protection from sexual exploitation and abuse and sexual harassment (SEA/SH)?	
2. Does your organisation have a policy on prevention and protection from SEA/SH?	
3. Does your organization have clear procedures for handling complaints on SEA/SH (from staff or concerned people)?	
4. Does your organization have a SEA/SH investigation policy/procedure in place?	
5. Does your organisation have the capacity to **initiate** an investigation of a SEA/SH complaint within 72 hours of receipt? If not, what procedure would you follow in [name of site] _____ ?	
6. Does your organisation have assigned PSEA focal points, in [name of site] _____? Do they have clear TORs of their responsibilities?	
7. Has your staff given or received any training on PSEA/SH (within the last 12 months)?	
8. Are protection risks, for concerned populations assessed and well understood by your programmes and staff?	
9. Are risks of SEA of communities and concerned populations assessed and reviewed regularly in your programme activities?	
10. Does your organization participate in any coordination groups in relation to Protection, SGBV, PSEA in [programme / operational site] _____?	

GUIDING QUESTIONS	RESPONSES
Questions 22 – 24 relate to awareness raising of PSEA feedback and community-based complaint mechanisms with communities / concerned populations	
22. Has your organization informed people/ concerned persons of their rights regarding protection from SEA? If so, give details: methods, how many people reached etc.?	
23. Has your organisation informed people/ concerned persons of how they can raise a concern, provide feedback or make a complaint in [site]? If so, give details: methods, how many people reached etc.?	
24. In your area of operation does your organisation ensure that all concerned populations, from all back grounds and origins, women, girls, men and boys, people of all sexual orientations and gender identities, indigenous populations, people with functional diversity and others, can access, use and are informed about their rights and how to provide feedback and submit a complaint? Please give examples of how this is done, what methods have been used.	
Questions 25 – 28 relate to organisational policies and procedures to prevent and protection personnel from sexual harassment (SH)	
25. Does your organization have a clear staff policy on prevention of sexual harassment, bullying, abuse of power within the organization?	
26. Has your organisation informed its personnel on its anti-bullying, zero-tolerance of sexual harassment and any abuse of power in the workplace and in the field?	
27. Does your organization have clear policies and procedures on grievances and whistle-blowing for personnel? Are personnel made aware of this policy and of how to use it?	
28. Is an dedicated HR function exist in your organization to manage issues of sexual harassment, and other forms of harassment by personnel?	
FINAL ROUND-UP QUESTIONS	
29. What key challenges does your organization have to setting up PSEA/SH systems in your organisation? i.e. complaint mechanisms, reporting and referral systems, PSEA policies etc.	
30. Are there any questions or anything else that the partner wants to discuss in relation to the consultation?	