

How will UNHCR follow up on my complaint?

- All complaints will be investigated.
- Investigations will be conducted by UNHCR Headquarters, AND NOT BY UNHCR EMPLOYEES IN LEBANON.
- You might be contacted if further information is needed.
- If the investigation ascertains the facts, serious disciplinary measures will be taken against the perpetrator(s), including termination of contract with UNHCR.
- Your safety and security will always be taken into account when following up on a complaint.
- The person you report to will be able to advise and assist with any immediate safety, security, health and legal needs.

REMEMBER

Your complaint will be kept confidential!

UNHCR Hotlines

Beirut/Mount Lebanon: 01849201 (Monday to Friday 8:30am-4pm)

Bekaa: Protection 76611811 (Monday to Friday 8am-4pm)

North: 76421605 (Tuesday and Friday 12:30pm-3:30pm)

South: 76500370 (Monday to Friday 8:30am-4pm)

UNHCR Reception Centres

Akkar: Appointments at the Tripoli centre.

Beirut/Mount Lebanon: In person, in Ramlet El-Baida, Dr. Philippe Hitti St., behind Spinney's Supermarket, Beirut, Monday to Friday 8am-2pm.

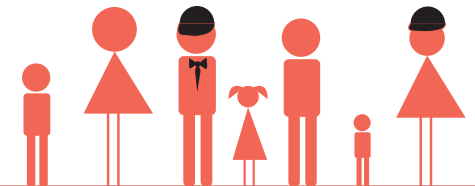
Bekaa: Zahle highway, near Kaysar Ata Ice Cream (Zahle). No appointments in person. Call 08930468, Monday to Friday 8am-4pm.

South: In person, in Villa Krischt, Al Hosh, in Tyre, Monday to Friday 8am-2pm, or call for an appointment at 76500380, Monday to Friday 8:30am-4pm.

Tripoli: In person, next to Rachid Karame Exhibition Centre in Tripoli, Monday to Friday 8am-2pm.



**PROTECTION FROM
SEXUAL EXPLOITATION
AND ABUSE COMMITTED
BY EMPLOYEES OF
UNHCR AND PARTNER
ORGANIZATIONS**



This leaflet explains what you should know about sexual exploitation and sexual abuse, including what conduct is prohibited and how you can report it.



* Any act of sexual exploitation and sexual abuse by any employee of UNHCR and its partner organizations is serious misconduct.

* You have the right to complain and to report any inappropriate behavior, exploitation or abuse by humanitarian workers.

* It is important to ensure that the allegations and complaints that you may submit to UNHCR are made in good faith.

* Reporting an incident of sexual exploitation or abuse will not prevent you from getting assistance and will not stop assistance programmes from UNHCR or partners.

* Acts of sexual exploitation and abuse committed against you are never your fault.

* UNHCR takes these allegations very seriously, will investigate them independently, and if proven, will take severe sanctions against staff concerned.



Who can report sexual exploitation and abuse?

Sexual exploitation and abuse can be committed by anyone and anywhere. Everyone has the right to report sexual exploitation and abuse, no matter who is the perpetrator or where it occurred.

What is sexual exploitation and sexual abuse?



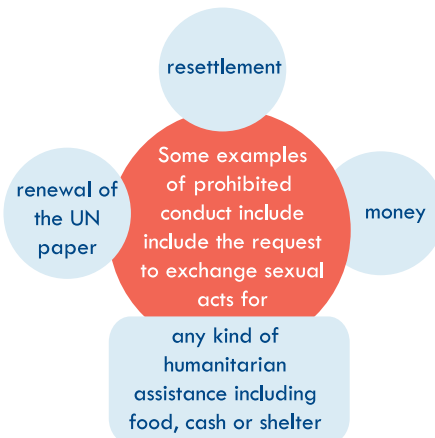
* Exchanging money, shelter, food or other goods for sex or sexual favours from someone in a vulnerable position is sexual exploitation.

* Sexual exploitation and abuse encompass any forced act of a sexual nature or purpose, such as, but not limited to, inappropriate touching, sexual intercourse or requesting photos without clothes or veil.



* Threatening or forcing someone to have sex is sexual abuse.

* Encouraging someone to conduct any such act with a third person is also considered sexual exploitation and abuse.



Sexual activity perpetrated by staff of UNHCR and partners with anyone under the age of 18 regardless of consent is a prohibited conduct.

What should I do to report about sexual exploitation and abuse?

If you are the victim of sexual exploitation and abuse, or if you are aware of someone who is, you can immediately report it by:



* **Calling UNHCR:** In case you decide to call, you only have to mention that you want to report a case of sexual exploitation and abuse. A UNHCR designated employee will call you back to follow up on your report. In order to call you back, you will be asked the time you prefer to be called and your phone number.



* **Approaching any of the UNHCR Reception Centres,** where you will be referred to speak to a UNHCR designated employee.



* **Placing your complaint in any of the suggestion boxes** available in the Reception Centres.

* Complaints can be made anonymously or on behalf of another person.

* If you are not sure about what organization the alleged perpetrator works for, just mention this in the report.

* If you feel uncomfortable reporting to UNHCR in Lebanon you can contact UNHCR Headquarters directly:

By E-mail: inspector@unhcr.org
By confidential fax: +41-22-739-7380
By phone: +41-22-739-8844
By post to: Inspector General's Office,
UNHCR, Case postale 2500, CH-1211
Geneva 2 Depot, Switzerland