

**IF YOU HAVE EXPERIENCED
SEXUAL EXPLOITATION OR ABUSE
PLEASE REPORT IT TO US**

WE WANT TO HEAR YOU

ALL service providers take reports of exploitation and sexual abuse very seriously. We will investigate them independently and confidentially and action will be taken to stop this happening again.

- ▶ You can report to a service provider in any country and they will listen to you and follow-up your complaint.
- ▶ Your safety will always be carefully considered when following up on a complaint or report.
- ▶ The person you tell will be able to help advise and help you with the support you need for assistance.
- ▶ Investigations will be conducted by an independent person and action will be taken against service providers if found guilty of inappropriate behaviour.



**INDIVIDUALS WHO WORK
FOR SERVICE PROVIDERS OF
HUMANITARIAN ASSISTANCE**
must comply at all times to
HIGH STANDARDS OF BEHAVIOUR
in their personal and professional lives.

SEXUAL EXPLOITATION AND ABUSE
of anyone from the local populations
(including refugees, displaced
population, and migrants and other
populations receiving services).
WILL NOT BE TOLERATED

REMEMBER,

**ACTS OF SEXUAL
EXPLOITATION AND ABUSE
COMMITTED AGAINST YOU
are
NOT YOUR FAULT**



 REGIONAL SAFE
**SPACES
NETWORK**



**IT IS NOT ALLOWED FOR
ANY SERVICE PROVIDER TO
ASK FOR OR FORCE YOU TO
PROVIDE THEM WITH ANY
SEXUAL FAVOUR OR ACT!**



WHAT IS SEXUAL EXPLOITATION AND ABUSE?

Sexual exploitation is service providers accepting sexual relations or favours in exchange for assistance, services, money, shelter, food or other property.

Sexual abuse is the threat or use of force by a service provider to have sexual relations with another person.



ANY ACT OF SEXUAL EXPLOITATION OR SEXUAL ABUSE

committed by a service provider (staff, volunteer, personnel) is serious misconduct and can be grounds for disciplinary action and termination of their contract. The following behaviours are prohibited by service providers:

- ▶ All sexual intercourse with children (under the age of 18) regardless of the age of majority or consent
- ▶ The offering of money, employment, goods or services in exchange for sex
- ▶ Offering assistance and services in exchange for sex
- ▶ Any sexual relationship maintained by force or by coercion or of a degrading nature.

YOU OR SOMEONE YOU KNOW:

- Where you forced or asked to exchange sex or do any action of a sexual nature for any assistance, food, shelter, money, or any other kind of support?
- Were you forced by anyone from a service provider to have sexual relations or any other act of a sexual nature?
- Were you threatened by anyone from a service provider to engage in sexual intercourse or any other act of a sexual nature?
- Do you know or are you a person under the age of 18 that has had or been asked for sexual relations, of any sort, with someone from a service provider?

HOW TO MAKE A COMPLAINT OR REPORT?



You have the right to make a report or a complaint in-person, anonymously or on behalf of someone else.



Reporting an incident or raising concerns will NOT prevent you from receiving assistance and support and will not stop the provision of services.



You can contact any trusted service provider in the Americas to raise an issue, regardless of which country the incident happened.



You can tell a trusted person that you want to make a complaint of sexual exploitation and abuse and an official will contact you to follow-up.



You can use a designated phone number in your country.



You can submit a complaint to a service providers office, complaint box.

YOU CAN ALSO DIRECTLY CONTACT THE UN HERE:

UN Office of Internal Oversight Services (OIOS)

Report online: <https://oios.un.org/content/contact-us>
Call: +1 212 963 1111 (24 hours)

UNHCR Inspector General's Office (IGO)

Report online: <https://www.unhcr.org/uk/making-complaint.html> | Call: +41 22 7398844
Email: inspector@unhcr.org