PSEAH System Case Management Team (CMT)

- PSEAH Coordinator Reg. PSEAH Ombudsperson
- Local Focal Point Director of International Department
- Further persons if needed
- (i.e. Regional Ombudsperson, legal, communications, external investigator...)



PSEAH SYSTEM

Protection from sexual exploitation, abuse and harassment

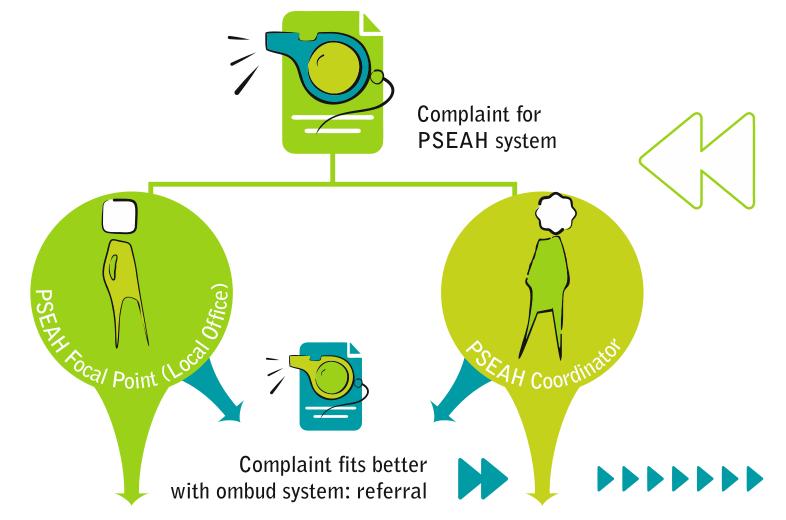
ONBUD SYSTEM



- Central Ombudsperson
- Reg. Ombudsperson who received complaint
- Second reg. ombudsperson
- Director of International Department

Cases of corruption and fraud:

Referral to Anti-Corruption Officer



Ombudsperson informs local Focal Point in charge or PSEAH coordinator

Focal point/PSEAH



with PSEAH: referral

ombud system

Complaint for

Central Ombudsperson (COP) (included if necessary)





Ombudspe^v

Categorization (Level 1-3)

Incident levels



Regional

Ombudsperson

manages the case





Regional



Ombudsperson includes

central ombudsperson

and, if necessary,

L2 (+CMT) L3 CMT



Case Management Team manages the case

Coordinator informs regional ombudsperson in charge in accordance with PSEAH response protocols Categorization to complainant (Level 1-3) **Incident levels** CMT + Local Office Local Office (Focal Point) Case Management Team

manages the case with

support from PSEAH

Coordinator

Sends final report to PSEAH Coordinator

(Focal Point)

manages the case

PSEAH Coordinator writes Final case management report

manages the case with

support from Local Office

(Focal Point) as needed.

Case Management Team

Sends final documentation and possibly a joint decision to COP