

COMPLAINT INFORMATION TOOL

Purpose: The Complaint Information Tool helps summarise details of the complaint, including the critical information investigators need to begin planning the investigation process and interviews. For example, if the survivor is a child, a specialist in child interviewing should be used.

How to use this tool: Investigation managers should fill out this tool in order to provide as much information to investigators as possible. As information emerges, investigation managers and investigators must continue to fill in the required information. More information about the complaint information tool can be found in section 3.1.1 of the *Sexual Exploitation, Abuse and Harassment (SEAH) Investigation Guide*.

Definition of key components

- **Survivor** The person who is or has been sexually exploited, abused, or harassed (SEAH).
- **Reporter:** The person reporting the SEAH complaint, if they are not the survivor.
- **Subject of Complaint:** The person alleged to have perpetrated the misconduct in the complaint.
- **Code of conduct policy:** The (potentially violated) set of standards to which organisational staff must adhere.
- **Standard of proof:** The threshold of proof required in an investigation.

Complaint(s) date: 12/2/2022	Name	Age	Gender	Ethnicity	Disability
Survivor:	Rachel Phee	20	Female		None
Reporter (if they are not the survivor):	Ronald Zee	38	Male		None
Reporter to the organisation (if different from the initial reporter):					
When reported to the organization:	Ronald Zee-driver for ThriveBridge NGO and an anonymous complainant				
Subject(s) of the Complaint:	Eric Gee				
Witnesses identified:	Rachel Phee – survivor Ronald Zee – ThriveBridge NGO reporter and driver for Angela Nee – ThriveBridge NGO fieldworker Steffan See – ThriveBridge NGO distribution site manager for				
Complaint:	Subject of Complaint threatened to withhold aid if survivor did not agree to engage in sexual acts with the Subject of Complaint. If the survivor engaged in sexual acts the Subject of Complaint offered to provide extra food vouchers to the survivor.				
Location(s) of complaint (be as specific as possible):	The west side of distribution site 9 in LMN village, Escar				
The west side of distribution site 9 in LMN village, Escar	United Nations Secretary General’s Bulletin, Special measures for protection from sexual exploitation and abuse				
Standard of proof required:	Balance of probabilities				