

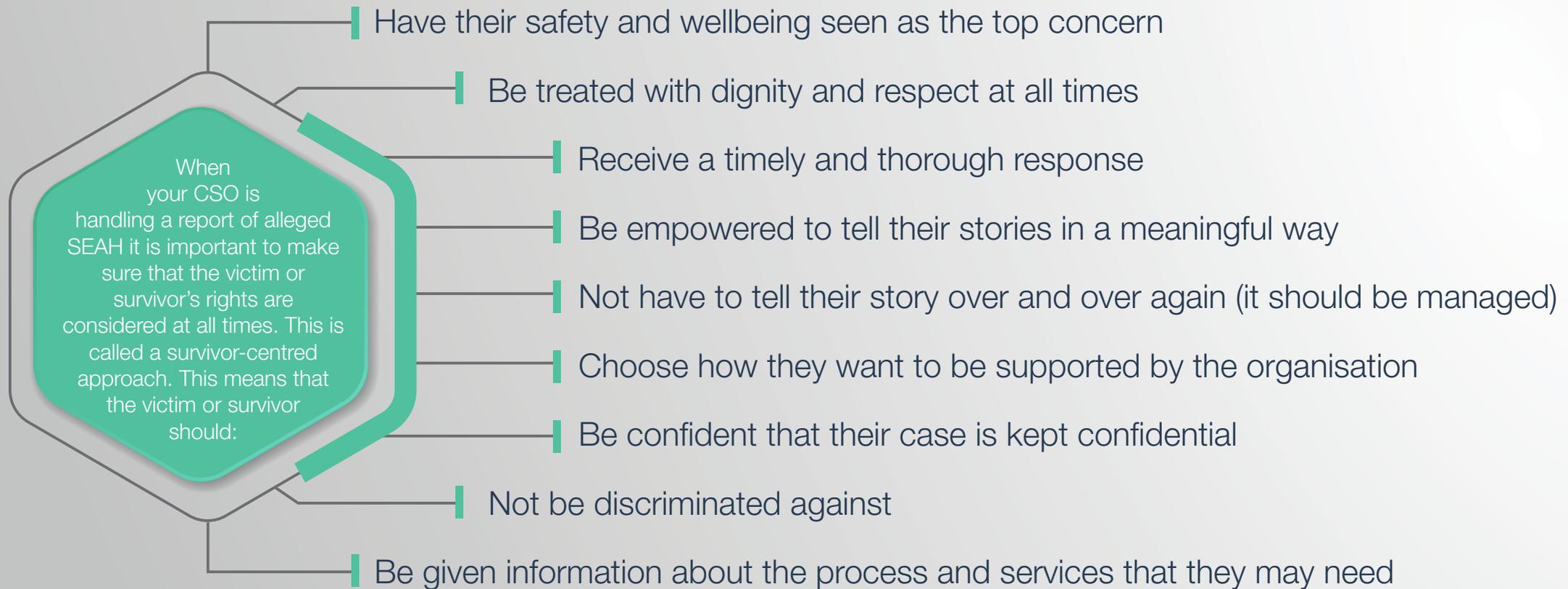
# Receiving and responding to a report of sexual abuse, exploitation or sexual harassment (SEAH) in Nigeria



RESOURCE  
& SUPPORT  
**HUB**



# A survivor-centred approach<sup>1</sup>



<sup>1</sup>This infographic was adapted from the IASC GBV Guidelines (2015) and informed by RSH staff practical experience

# Receiving a report

Any staff member may receive a direct complaint or report of SEAH.

This complaint or report could come from another staff member, partner staff, programme participants or any individual who interacts with your CSO.

It is important to receive the report and provide support in a way that is appropriate and comfortable for the person who is reporting.

**Look**

**Listen**

**Link**

Look, Listen, Link! is widely used and easy to remember. The aim is to support people so they feel calm in a difficult situation and to connect them with others who can help.

# Receiving a report

## Look

- Look out for safety concerns - is the person still in danger of SEAH?
- Look out for urgent needs - e.g. marks from physical abuse may require medical support
- Look out for distress - remember non-verbal body language, this is important for children who may not be able to express themselves well or traumatised people
- Look out for other people who may be at risk

## Listen

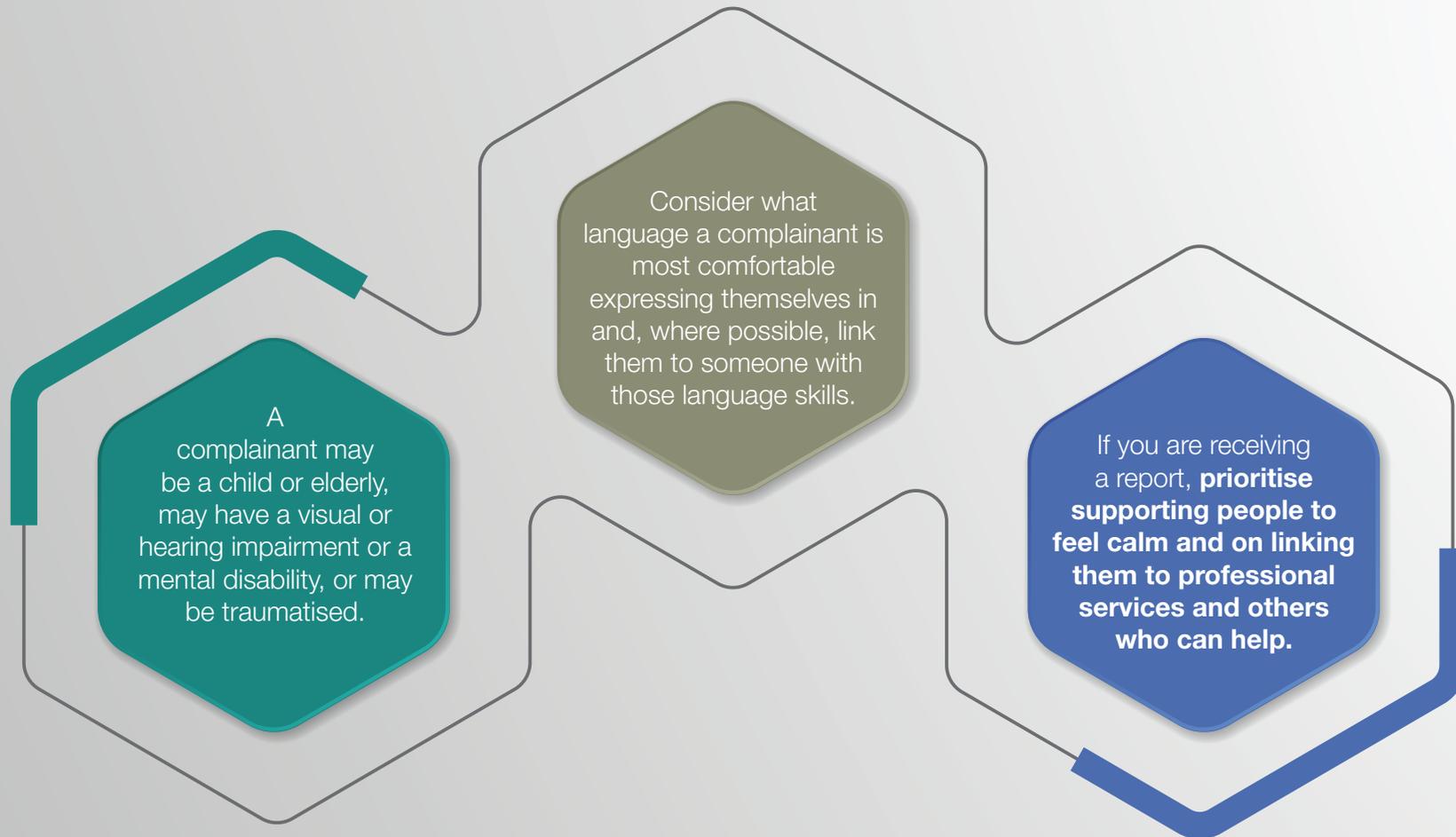
- Speak to the complainant or victim/survivor - believe and reassure them
- Ask people about urgent needs and concerns
- Listen to what you are told
- Gather informed consent and document the discussion, let them know how you will use the information they have told you
- Ask if the person wants to be referred

## Link

- Give information about available services - this could include services from your own organisation
- Refer people to services to help them address urgent needs - this may require support from your manager / the necessary person in your CSO
- Help them access the services - e.g. with transport
- Connect people with loved ones and social support

# Receiving a report

Remember to adapt your response to the individual you are talking to:



# Dos and don'ts when receiving a report

Here is a list of dos and don'ts for when you are speaking to people who are reporting SEAH:

## Do

Listen attentively

Reassure the person that it was right to tell you

Immediately seek help if medical care is needed

Let them know that you will forward the report to your manager / the necessary person in your CSO

Write down what the person disclosing has told you

Seek help for yourself if you need support

## Don't

Try to deal with the incident yourself

Ask leading questions or push for information

Make assumptions or offer alternative explanations

Diminish the seriousness of the behaviour or allegation

Keep the information to yourself or promise that no other person will know

Shut down the person

Withhold the information because the subject of complaint is a friend

Don't make promises about how the case will progress

# Duty of care to alleged perpetrator

Although the survivor is the priority, every organisation has a duty of care to an alleged perpetrator if they are a member of staff. In such a situation:

- Use HR policies and procedures to inform decisions
- Maintain confidentiality
- Give information about the process and keep them informed
- Do not make judgements or assumptions
- Do not discriminate against the alleged perpetrator