

a) Key Information document

1. Key Information about the Complaint received by the Agency:

Received on:	(add date)
Country:	(add country)
Location:	(add location, city and region)
Complainant	(add name if known)
Respondent	(add name)
Alleged misconduct:	(add information provided in the complaint)

2.- Key Parties:

- a) Complainant: Provide all information available
- b) Respondent: Provide all information available
- c) Alleged victims: Provide all information available
- d) Witness: Provide all information available

3.- Key questions:

a. Information available:

We must conduct an initial assessment to determine whether the complainant's allegation constitutes a potential violation of the Agency's PSEA Policy/Code of Conduct/Contract and discuss with the PSEA Response Unit/Senior Management/Investigation Unit.

Do we have enough information that the alleged conduct constitutes a PSEA violation?

- Yes We can initiate an investigation.
- No How can we get the additional information?
Can we schedule an initial interview with the complainant?

b. Covid-19 Pandemic:

- Can we conduct an investigation in person or virtually?
- What are the potential challenges for each option?

c. Support:

- What support is required by the survivor/complainant/witness?
- Can we request support/work with the local partner?
- What medical/psychosocial can be provided to the survivor?
- Have we identified some local resources available in the location/in the local language?

d. Safety and Security:

- Are there any necessary interim measures that we need to take to ensure the safety and security of the parties during the investigation?
- Can we request support/work with the local partner for the safety and security assessment?

e. Reporting

- Do we need to report the complaint/case to the local authorities? Why?
- Do we need to report this complaint to donor?
- Do we need to report this complaint to the local partner or other that could be affected/impacted?

f. Confidentiality

- Who else needs to be informed at the agency' s level?

g. Communications

- Do we need to prepare agency's statement for the staff/volunteers/local partners/community members?
- In which languages?

h. Other immediate actions

4.- Roles and Responsibilities

Name	Role	Responsibilities
Agency PSEA Lead/ PSEA Focal Point	Responsible	Lead case management including response, investigation and document management; direct collaboration with local partner and agency's country program office
Agency Country Director/Project Manager	Responsible	Support with information gathering and facilitating actions/responses need to be taken in country.
Agency Regional Program Director/HR Regional Manager	Consulted	Support planning, review and interpretation of policies, and communications with country program office and funder
Agency PSEA Lead/Focal Point's Supervisor	Consulted	Support planning, review and interpretation of policies and findings. Provide permanent update to Directors and CEO
HR Director/International Program Director	Informed	
CEO	Informed	

5. Next steps summary:

Detail all the meetings organised, and the information discussed within the PSEA Response Unit/Senior Management Team/Investigation Unit:

Meeting date	Participants	Actions	Person Responsible	Timelines	Completion Date