# CHECKLIST FOR SETTING UP AN INTER-AGENCY PSEA-CBCM

This checklist is an adaptation from the [Best Practice Guide – Inter-Agency Community Based Complaint Mechanisms](https://interagencystandingcommittee.org/system/files/2020-09/Best%20Practice%20Guide%20Inter%20Agency%20Community%20Based%20Complaint%20Mechanisms.pdf)  and can be used to make sure that all the necessary steps are covered when setting up an inter-agency community-based complaint mechanism for protection from sexual exploitation and abuse. It is not a timeline. Many steps will continually overlap throughout the life of the mechanism.

## planning

* Conduct a Situation Analysis (this applies to all CBCMs, even if the mechanism has been already built and is being revised):
  + Conduct a desk review and collect all available information
  + Map stakeholders and community structures
  + Conduct an assessment
* Secure early participation of, and regularly consult with:
* The affected community (including the host community);
* National NGOs, CBOs, and Community Structures;
* The host government(s);
* The Humanitarian Coordinator;
* Humanitarian agencies providing aid on site, e.g. Humanitarian Country Teams;

## Design and implement the CBCM

The process of creating the CBCM is collaborative with all the key actors, and takes into account the following considerations:

* Setting up the organizational structure took into account local culture, linked to pre- existing mechanisms, and followed the principles governing an effective complaints mechanism, including community engagement and participation;
* Writing the procedures that govern the mechanism (“CBCM SOPs”) was a collaborative process among all participating agencies, included affected communities, and was based on the Global Standard Operating Procedures on inter-agency cooperation in CBCMs so that they align with agency policies.
* Deciding, in collaboration with communities, whether the CBCM is designed to handle a range of different types of complaints, or only handle SEA complaints, considering the stand-alone PSEA mechanisms can increase stigma.
* Creating reporting channels that are built as much as possible on existing community structures, and that meet the needs of the whole community, including persons with disabilities, and children.
* Having documented and transparent processes for receiving and reviewing SEA allegations, and that process is consistently and clearly communicated to communities and discussed with them.
* Having agreed-upon protocols, created in collaboration with the community, for referring SEA allegations to the concerned agency for potential investigation and follow-up, including feedback, as well as methods to transfer non-SEA complaints to the relevant agency/Cluster.
* Taking steps to ensure that the mechanism is sustainable and engages communities from the onset

## Awareness-raising and two-way communication

* Awareness raising activities are designed in collaboration with the community, to be culturally appropriate, in the right language and reach all sectors of the population;
* Educational activities on PSEA and the CBCM reflect the policies of all participating agencies, and the needs of the community, and promote behavior change and capacity-building both for:
* Staff, including all humanitarian staff and with specially targeted trainings for Managers, CBCM Focal Points, Key Cluster Leads and Implementing Partners;
* Affected communities (including host communities);
* Educational activities on PSEA and CBCM are embedded and connected to sector specific PSEA educational activities and GBV;
* Systems are in place to effectively engage communities, on a regular base, in discussing the CBCM and PSEA;
* Two-way communication systems are embedded into all PSEA activities with communities;
* Procedures, SoPs and principles of the CBCM are communicated to communities and discussed with them regularly to identify gaps and opportunities for improvement.

## Protection

* The CBCM is linked to existing victim assistance systems that are educated on PSEA and services are provided immediately, without waiting for the outcome of the complaint.
* A wide range of SEA prevention measures are implemented throughout the program, with the goal of stopping SEA before it occurs.

## Monitoring and evaluation and programme adjustment

* The CBCM has effective mechanisms to allow victims to provide feedback on the process and on the functioning of the CBCM;
* The CBCM consistently monitors its performance and makes responsive adjustments to ensure a culturally relevant, safe and effective mechanism.
* The CBCM has SMART indicators to measure its effectiveness, and these are created, tracked and discussed with all stakeholders including affected communities;
* Community Engagement activities are created within the UNICEF Minimum Standards and Indicators for Community Engagement and these are consistently tracked and discussed with communities.
* At least once every two years the CBCM is evaluated through a large-scale evaluation that includes the views and inputs of affected communities, partners and other stakeholders. In particular this evaluation is used to adjust the mechanism based on communities uptake, use and trust in the CBCM.