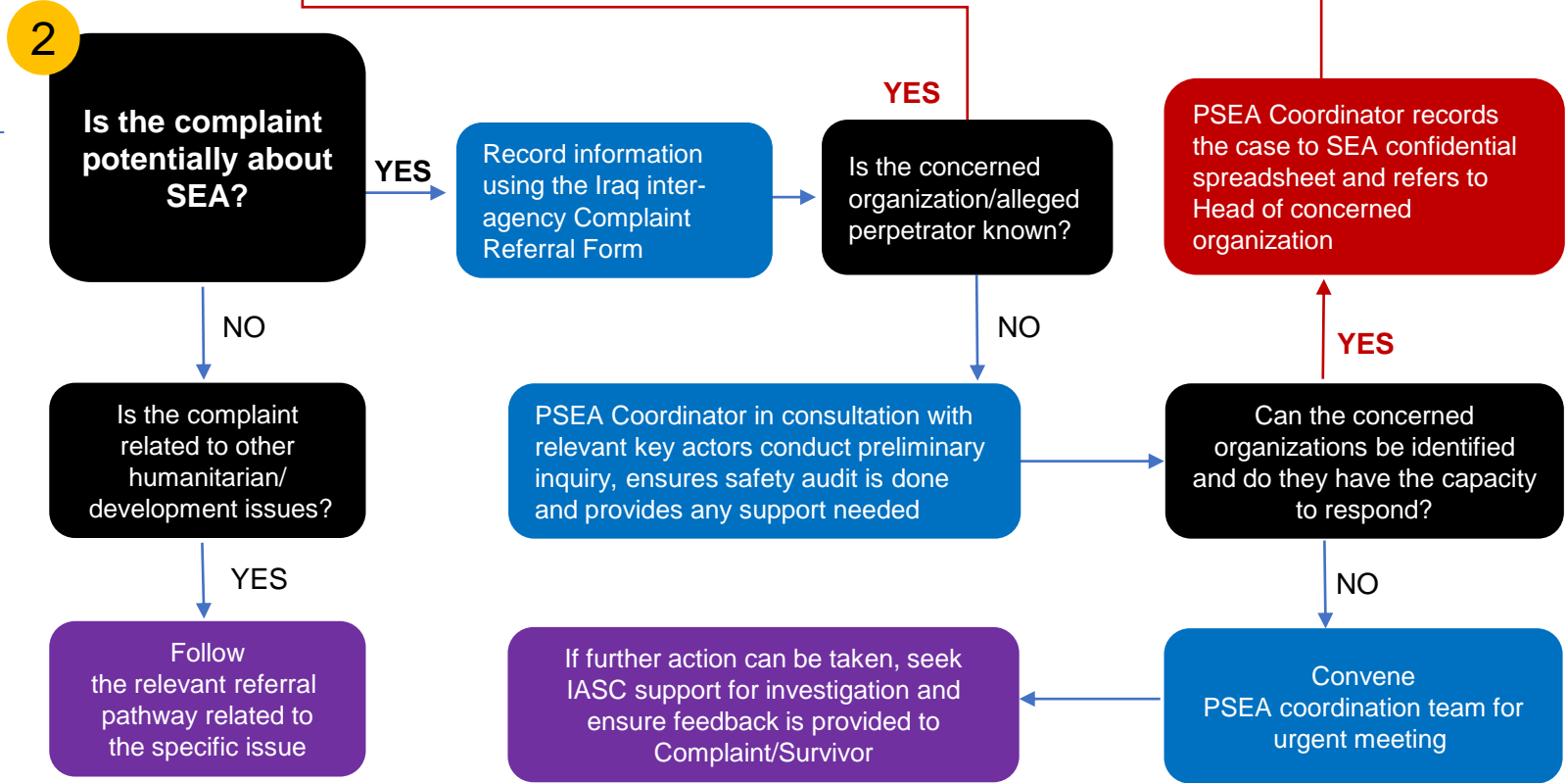
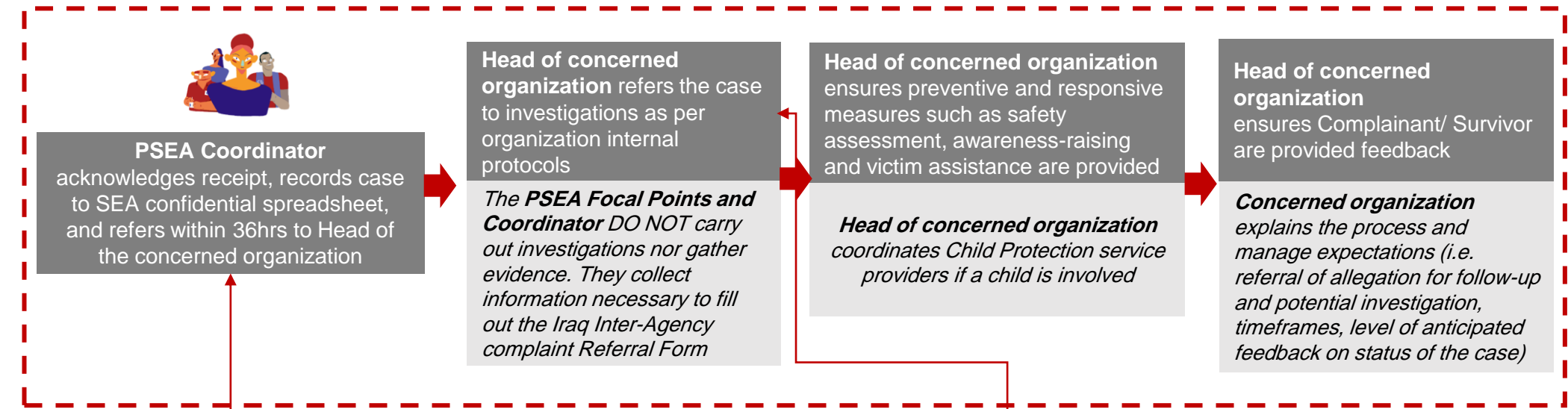


# PSEA Iraq Process Flow

1  
Complainant/  
Survivor/ Witness

- Information Feedback Points i.e. protection desk
- Dedicated email address: Iraq-psea@un.org
- Iraq Information Centre (IIC) 80069999
- Complaint and Feedback Boxes
- Community-based engagements/ direct communication



### CORE PRINCIPLES

- Provision of assistance to a Survivor/Victim is **never** linked to the nature of a report or outcome of an investigation.
- All survivors/victims are entitled to safe assistance within 24hrs of their informed consent
- Confidentiality must be observed throughout the process