



How to share information on integrity & PSEAH with community members

In most cases communities are grateful for support from NGOs. However, that does not mean that these NGOs can do anything they want. All NGO staff members need to behave well towards these communities.

Help a Child considers this behavior as very important and has an extensive policy on Integrity and Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH)¹ in place for all its staff, volunteers, consultants and partner organisations. Community members must know what behaviour they can expect from a Help a Child or partner staff. They also need to know whom they can contact in case of a complaint or other feedback.

Based on various conversations with partners and Help a Child staff, the following guidelines have been developed:

1. Consistent messages in all communications

It's crucial that Integrity & PSEAH messages are consistently included in all forms of communication, from posters to banners to meeting agendas. This underscores the gravity of the issue and the importance we place on it.

2. Communication with community members

- Community Based Complaint and Feedback Mechanism (CBCFM): In each community this CBCFM system is set up at the beginning of a project and monitored during the entire project.

After explaining what can be expected from Help a Child and the partner organisation, together with the community, it is decided which channels to use to provide feedback and to raise complaints. These complaints can include complaints about behavior of staff breaching the code of conduct.

Examples are: a staff member or volunteer

- Crosses personal boundaries (like inappropriate touch or forcing you to do something you don't want to; you can also point to the posters)
- Takes money for services

You need to report this to Help a Child /partner organisation.

- Community Meetings: The most important way to share information with communities is through existing meetings. At each meeting, whether these are

¹ [2024-Integrity-Policy-PSEAH-Help-a-Child-1.pdf](#)

project inception, monitoring, sensitisation, or other organised meetings, information can be shared about the accepted behavior of staff and how to report possible complaints.

- Posters: visuals showing what kind of behavior of HaC staff and Partners are not allowed. It also has information in the local language, where to report this (WhatsApp number/address)

Country office and field offices

The posters need to be translated into the local language, add contact information of the office and then print, preferably at A2 size. Paste the posters on the walls of every country office of Help a Child, and every field office of Help a Child. Also field offices of partner organizations should paste them visibly on the walls of their field offices.

Several posters are available that display

- a) the how/what/why of Help a Child;
- b) inappropriate behaviour.
 1. Corruption is not okay.
 2. Bad touch is not okay.
 3. This is not okay.

You can find the posters on SharePoint and on the Howto portal