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| LIST OF FOCAL POINTS FOR HANDLING SENSITIVE FEEDBACK |
| Type of feedback | Typical role of the focal point | Internal focal point | External focal point |
| Name | Contact details | Organisation | Name | Contact details |
| Any feedback relating to SGBV, child protection, unsafe programming | Protection, gender or inclusions, Operations Manager, Secretary General, Head of Office |  |  |  |  |  |
| Any feedback relating to allegations of SEA by employees or volunteers of response organisations | PSEA, Human Resources, Operations Manager, Secretary General, Head of Office |  |  |  |  |  |
| Any feedback relating to other misconduct or abuse of power of employees or volunteers of response organisations | Human Resources, Operations Manager, Secretary General, Head of Office |  |  |  |  |  |
| Any feedback relating to security incidents and threats in the community, as well as against the organisation | Security, Operations Manager, Secretary General, Head of Office |  |  |  |  |  |
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| LIST OF FOCAL POINTS FOR PROVIDING SPECIALISED SERVICES[*Here*](https://oldmedia.ifrc.org/ifrc/wp-content/uploads/2020/03/PGI_iE_Tool-3-2-2_Referral-services-mapping-template_WORD.docx) *is a more detailed list for referral services mapping* |
| Type of sector | Details of services offered | Internal focal point | External focal point |
| Name | Contact details | Organisation | Name | Contact details |
| Health |  |  |  |  |  |  |
| Protection |  |  |  |  |  |  |
| Child Protection |  |  |  |  |  |  |
| SGBV and human trafficking |  |  |  |  |  |  |
| LGBTQ+ |  |  |  |  |  |  |
| Persons with disabilities |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| LIST OF OTHER FEEDBACK MECHANISMS |
| Name | Scope | Email/Website | Phone number | Organisation of focal point | Name of focal point | Contact details of focal point |
| Inter-agency PSEA hotline |  |  |  |  |  |  |
| Red Cross Red Crescent Integrity Line  | Report any alleged misconduct or integrity incident, such as corruption, fraud, sexual exploitation and abuse, harassment, unethical behaviour, child abuse, security incident, information security or staff health incidents | speakup@ifrc.integrityline.org<https://ifrc.integrityline.org/>  |  |  |  |  |
| IFRC Office of Internal Audit and Investigations (OIAI) |  |  |  |  |  |  |