## FIVE AAP/PSEA KEY MESSAGES FOR COMMUNITIES

1. All assistance provided by humanitarian organisations is based on need and is free. Humanitarian organisations and their staff work on principles of humanity, impartiality and respect. If you feel you have been discriminated based on gender, ethnicity, religion, age, political affiliations or any such basis or you have been asked by someone working in a humanitarian organisation to do something inappropriate, demanded any kind of favour or sexual action from you in return for their help, please report them to [*insert name of cluster/organisation and contact details*] or nearest humanitarian organisation.
2. Women, girls, boys and men of all ages, ethnicities, orientations and those with special needs have the right to have a say in how humanitarian assistance is provided. Your opinion is important to decide how assistance is provided. This can include how distributions will take place, the design and location of facilities, such as latrines, washing and cooking areas in this [*insert site – location – camp - settlement*]  Please make your views known to [*insert name of cluster/organisation, contact person and details*]
3. You have the right to be informed about the humanitarian services provided in your area. This includes information about the organisations working in your area and their contact details, the beneficiary selection process and criteria and what assistance and services are being provided, at what times and who to contact in case you have a concern or complaint.
4. All humanitarian agencies endeavour to provide the best assistance and treat everyone with respect. In case you have any complaints or problems about the services provided go to [*insert name of cluster/organisation and contact details*]. They will do their best to attend to your needs and queries.

***This assumes that the complaints system in place ensures the protection and confidentiality of users. Before disseminating the next message, make sure the system is robust and that people reporting abuse are properly protected, confidentiality maintained and complaints dealt with rapidly.***

1. You have the right to complain and to report any inappropriate behaviour, exploitation or abuse by a humanitarian worker including any UN staff member.  A complaints system has been set up at [*insert name of cluster/organisation /location*].  Contact [*insert contact details*] for further support and advice about this. All complaints are kept confidential and no harm will come to you for reporting the issue.