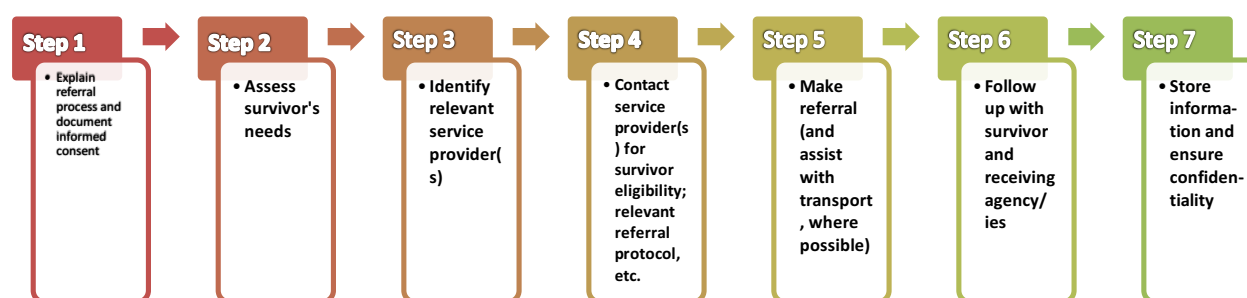


SEA Complaint Process and List of Services

SEA Complaint Process



Above, are the 7 steps to be followed in the process of responding to SEA complaints.

List of Local Service Providers

Below is a list of the main service providers in Ghana. There are other CSOs and agencies that may be consulted on such matters, but these are some of the most popular service providers in the country. In special cases, especially those involving children, organisations may also consult UNICEF Country offices. The table below provides an overview of some of the services that survivors may need and available service providers.

Type of Service and Providers	Description
Safety ✓ Ark Foundation (Accra) ✓ Pearl Safe Haven (later in 2021, Accra) ✓ Ghana Police DOVVSU (all regions) ✓ DV Secretariat (later in 2021, Accra) ✓ MOGSCP Staff (all regions)	<ul style="list-style-type: none"> Immediate safety or protection measures for survivors and witnesses to address the risk of retaliation or further violence, such as survivor safety planning, safe shelter (i.e. space that offers temporary safety to individuals fleeing harm), relocation support
Medical care ✓ Ghana Health Service (GHS) hospitals, clinics, etc. (all regions)	<ul style="list-style-type: none"> Medical care, including post-exposure prophylaxis (PEP) to prevent HIV ((within 72 hours of possible exposure); treatment for Sexually Transmitted Infections (STIs), pregnancy care, emergency contraception

<p>Psychosocial support</p> <ul style="list-style-type: none"> ✓ Ark Foundation (Accra) ✓ Pearl Safe Haven (later in 2021, Accra) ✓ Other DV CSOs (all regions) ✓ Ghana Police DOVVSU (all regions) ✓ Dept. of Social Welfare (DSW, all regions) ✓ Ghana National Association of Certified Counsellors ✓ MOGSCP Staff (all regions) 	<ul style="list-style-type: none"> • Mental health care, emotional and practical support, either individually or community-based
<p>Legal services</p> <ul style="list-style-type: none"> ✓ FIDA Ghana (Accra) ✓ WiLDAF Ghana (various regions) ✓ Ghana Police DOVVSU (all regions) 	<ul style="list-style-type: none"> • Legal assistance services, including free legal counselling, legal representation and other support (Note: If possible, such legal representation and support should be provided independently from the alleged perpetrator’s employer.)
<p>Basic material assistance</p> <ul style="list-style-type: none"> ✓ Ark Foundation (Accra) ✓ Pearl Safe Haven (later in 2021, Accra) ✓ Other DV CSOs (all regions) ✓ MOGSCP Staff (all regions) 	<ul style="list-style-type: none"> • Provision of food, clothing, shelter, school re-integration and livelihood support to the survivor
<p>Support for children born as a result of SEA</p> <ul style="list-style-type: none"> ✓ FIDA Ghana (Accra) ✓ WiLDAF Ghana (various regions) ✓ Ghana Police DOVVSU (all regions) ✓ Ghana National Association of Certified Counsellors ✓ MOGSCP Staff (all regions) ✓ Dept. of Social Welfare (DSW, all regions) 	<ul style="list-style-type: none"> • Medical and psychosocial care and pursuit of paternity and child support claims, in conjunction with relevant national governments