

**PROTOCOLS IN HANDLING GBSH IN STREETS AND PUBLIC SPACES  
COMPLAINT FROM THE VICTIM-SURVIVORS**

The ASH Desk Officer shall observe the following protocols when responding to complaints of gender-based sexual harassment from victim-survivors:

1. Make the victim-survivor and his/her companion/s, if any, comfortable in a safe and private room, and provide water and other immediate needs, if any;
2. After the victim-survivor has stabilized, conduct an initial investigation in a gender-sensitive and non-judgmental manner, and in a language understood by the victim-survivor;
3. Assess the situation and get initial information to determine the risks at hand. Record the details of the incident (date, time, place, and description), relevant information about the victim-survivor and the alleged perpetrator. If needed, immediately facilitate referral to the nearest police station or medical facility;
4. Inform the victim-survivor of his/her rights, the remedies available, and the procedures and processes involved;
5. If the case involves a minor, immediately refer the case to C/MSWDO;
6. If the incident is covered by the *katarungang pambarangay*, assist the victim-survivor and refer the case to the *lupong tagapamayapa* within four hours from receipt of the complaint;
7. For all other incidents, refer and report the cases to the police station through the Women and Children Protection Desk (WCPD) within four hours from receipt of the complaint; and
8. Monitor the status of cases of gender-based sexual harassment five (5) working days after the case has been referred to.