

## Complaints procedure

Siguronline.md is getting reports from people who have found materials on the Internet presumed to constitute child sexual abuse. The team of the Hotline processes all the information in a professional and efficient manner, in accordance with the current legislation of the Republic of Moldova, the good practices and transparency of the way the Hotline works, carried out within the organization and in accordance with the [Code of Practice](#) of the International Association INHOPE. This establishes and maintains a set of common minimum standards for the good operation of a hotline.

Your opinion is important to us. If you consider that you have been harmed by an employee of the Hotline either by fulfilling or not fulfilling his/her job duties, including the behavior of our employees, as well as regarding the evaluation of the reported content, you can write the manager of the Hotline at the email address: [reporting@lastrada.md](mailto:reporting@lastrada.md). We will take your feedback and complaints into consideration. Please, provide us with as much information as possible so that we can solve any issues in the most efficient manner.

### General rules

- The complaint must be in written form and contain the identification data of the person sending it (name/surname, contact details: e-mail, phone number).
- The complaint must refer to the submitted materials presumed to constitute child sexual abuse and describe the circumstances and/or the nature of the damage created, the request for feedback.
- The complaint must specify the reason why it is believed that the Hotline employee has violated the legislation in place or the INHOPE's Code of Practice.

Anonymous, offensive messages, those without the information about the report submitted to the Hotline or other details to clearly define the type and nature of the damage, will not be processed.

### Submission and examination

- The complaint following the general rules mentioned above is to be sent to the e-mail address: [reporting@lastrada.md](mailto:reporting@lastrada.md).
- All the filled and submitted complaints meeting the basic conditions listed above will be answered as soon as possible, but no later than in 20 working days.

- If a complaint is incomplete and does not follow the general rules, it will not be taken into account.
- If a notification regarding a possible abuse does not contain verifiable contact information, the Hotline will confirm the notification to the email address from which it was sent, requesting contact information. If such details are not provided, the claim will not be processed.
- The complaint will be processed by the manager of the Hotline, in accordance with the legislation in place, the legal norms for the protection of personal data, the ethical principles of the International Center "La Strada" and the INHOPE's Code of Practice.
- If the abuse was confirmed, remedial measures are taken and the requester is informed about it. If the complaint is not accepted, the applicant is also informed of the outcome.
- The answer of the Manager of the Hotline and the action to close the case or, if that is the case, the disposition of administrative or disciplinary sanctions against the employee of the Hotline are final.
- If the complainant is not satisfied with the answer sent on behalf of the Hotline team, he/she has the right to contact the management of the "La Strada" International Center, disputing the outcome to the e-mail address [office@lastrada.md](mailto:office@lastrada.md). In this case, the complaint is examined by the Board of Directors of the organization, which will respond to the complaint within 10 working days.
- If the applicant is also dissatisfied with the La Strada's response, he/she can contact the INHOPE global network ([www.inhope.org](http://www.inhope.org)) at the email address: [info@inhope.org](mailto:info@inhope.org).

Please, note that in case the complaint is not accepted, all the personally identifiable data stored to enable the investigation will be automatically removed from our systems after 90 days.