

A Glance at the Common Reporting Platform

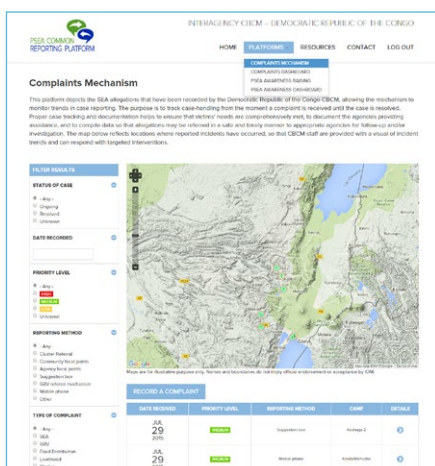
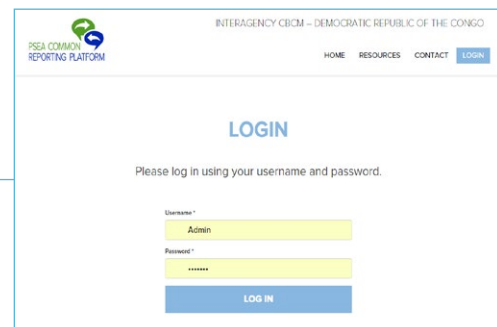
The Common Reporting Platform (CRP) is a monitoring and evaluation tool created through the IASC Pilot Project on inter-agency PSEA CBCMs, and is available to be replicated in additional operational sites. It is a database used to record and track all complaints received, survivor referrals to assistance service providers, SEA allegation referrals to investigation units, and feedback to survivors.

It allows a CBCM to standardize its data collection, organize cases¹ and update them as new information arises. The CRP also monitors awareness-raising activities for both staff and members of the affected population, and records information collected on their impact on knowledge and behavioural change.



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Confidentiality is ensured through password protection – only authorized users have access to sensitive data, and only the site administrator may decide who may be granted access.



The map reflects locations where reported incidents have occurred so that CBCM staff are provided with a visual incident trends and can respond with targeted interventions.

The table lists the reported complaints, including dates, priority level, reporting methods and location. Clicking on each complaint will provide all the complaint details.

TYPE OF COMPLAINT	DATE RECORDED	PRIORITY LEVEL	REPORTING METHOD	CAMP	DETAILS
Sexual Harassment	JUL 29 2015	High	Supporter list	Katanga 2	
Sexual Abuse	JUL 29 2015	High	Mobile phone	Makindu/Katanga	
Other	JUL 29 2015	Low	Other	Mexco	
Community Meetings	JUL 29 2015	High	Community Meetings	Makanga 1	
Agency Meetings	JUL 29 2015	High	Agency Meetings	Mexco	
Self-report mechanism	JUL 29 2015	High	Self-report mechanism	Makanga 1	
Supporter list	JUL 29 2015	High	Supporter list	Makanga	
Supporter list	JUL 29 2015	High	Supporter list	Katanga	
Agency Meetings	JUL 24 2015	High	Agency Meetings	Katanga	

1 The images shown here are from a demonstration platform – none of the cases pictured represent real complaints.

Recording a complaint: standardized intake form.

The Record a Complaint Form contains the following fields:

General information: date recorded, priority level, reporting method, type of complaint, location/name of complainant, and contact details

Survivor details: Name of survivor, ID#, consent, age, sex, contacts of parents if under 18, nationality, and vulnerability factors

Incident details: Date of incident, time, brief description, and witness name and contact

Subject of the complaint (the accused): Name, agency, work sector, job title, address, age, physical description, and sex

Security/safety: requested security measures, security measures taken, agency responsible for ensuring safety plan, survivor informed of available services, and assistance provided (medical, legal, psychosocial/mental health, livelihoods)

Referral details: date/time survivor referred for services and service provider(s), date/time allegation referred to agency, and case status

Feedback/satisfaction: Date/time feedback given to survivor, case feedback provided, who provided feedback, survivor satisfaction with the complaint mechanism, the assistance service, and the case feedback + additional comments

Not all fields need to be filled – the record can still be made with only limited information.

GENERAL INFORMATION

REFERENCE/CASE NUMBER: 5
 DATE RECORDED: 29/07/2015
 PRIORITY LEVEL: **HIGH**
 REPORTING METHOD: Community focal points
 TYPE OF COMPLAINT: SFA
 CAMP: Mugunga 1
 NAME OF COMPLAINANT: John Doe
 CONTACT DETAILS: Details

VICTIM DETAILS

NAME OF VICTIM: Victim Doe
 IDENTITY NUMBER: 2344356345
 VICTIM CONSENT TO COMPLETE FORM: Yes
 SEX: Male AGE: 12
 ETHNIC ORIGIN/NATIONALITY: Ethiopian
 VULNERABILITY FACTORS: Head of household

INCIDENT DETAILS

DATE OF INCIDENT: Wednesday, 15 July, 2015
 TIME OF INCIDENT: 8:03am
 BRIEF DESCRIPTION OF INCIDENT(S), INCLUDING SPECIFIC LOCATION(S) WHERE INCIDENT(S) OCCURRED:

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Maps are for illustrative purpose only. Names and boundaries do not imply official endorsement or acceptance by IOM.

The complaint details screen presents an overview of all the details recorded as well as the feedback and satisfaction information.