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 cases\(^1\) 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.

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.

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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.

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