

A glance in the Common Reporting Platform

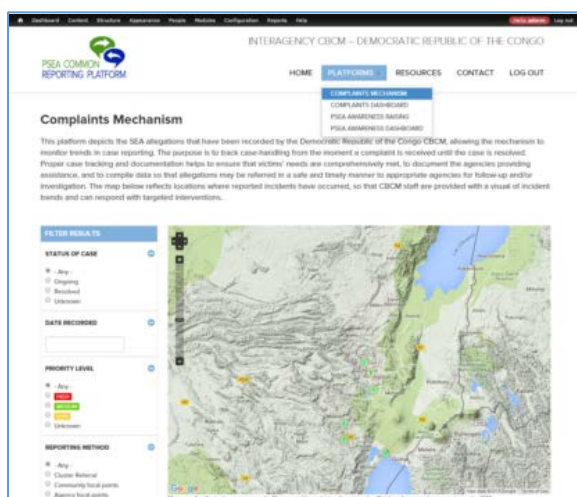
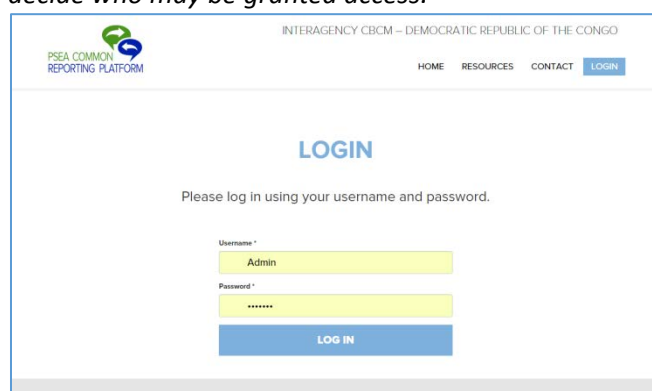
The Common Reporting Platform (CRP) is a monitoring and evaluation tool available for CBCMs in additional operational sites. It is a database that is used to record and track all complaints received, survivor referrals to assistance service providers, SEA allegation referrals to investigation units, 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 behavioral change



The Common Reporting Platform (CRP) is a monitoring and evaluation tool developed for the IASC Pilot Project on PSEA CBCMs

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 more details.

	RECORD A COMPLAINT				
	DATE RECORDED	PRIORITY LEVEL	REPORTING METHOD	CAMP	DETAILS
TYPE OF COMPLAINT					
Any	JUL 29 2018	High	Suppression case	Samanga 2	?
SEA	JUL 29 2018	High	Media phone	Samanga 2	?
Gift	JUL 29 2018	Medium	Other	Samanga 2	?
Food Distribution	JUL 29 2018	Low	Community focal points	Samanga 2	?
Location	JUL 29 2018	High	Agency focal points	Samanga 2	?
Welder	JUL 29 2018	High	Agency focal points	Samanga 2	?
Other	JUL 29 2018	High	Agency focal points	Samanga 2	?
LOCATION OF INCIDENT					
Any	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 1	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 2	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 3	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 4	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 5	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 6	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 7	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 8	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 9	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 10	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 11	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 12	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 13	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 14	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 15	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 16	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 17	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 18	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 19	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 20	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 21	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 22	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 23	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 24	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 25	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 26	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 27	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 28	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 29	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 30	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 31	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 32	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 33	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 34	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 35	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 36	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 37	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 38	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 39	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 40	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 41	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 42	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 43	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 44	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 45	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 46	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 47	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 48	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 49	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 50	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 51	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 52	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 53	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 54	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 55	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 56	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 57	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 58	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 59	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 60	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 61	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 62	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 63	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 64	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 65	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 66	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 67	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 68	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 69	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 70	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 71	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 72	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 73	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 74	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 75	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 76	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 77	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 78	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 79	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 80	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 81	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 82	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 83	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 84	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 85	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 86	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 87	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 88	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 89	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 90	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 91	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 92	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 93	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 94	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 95	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 96	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 97	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 98	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 99	JUL 29 2018	High	Suppression case	Samanga 2	?
Samanga 100	JUL 29 2018	High	Suppression case	Samanga 2	?

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

Recording a complaint: standardized intake form.

INTERAGENCY CBCM - ETHIOPIA

HOME COMPLAINTS AWARENESS RESOURCES CONTACT LOG OUT

RECORD A COMPLAINT

General Information

Date Recorded*

Date: 29/07/2015

Date Complaint Received

Date: 29/07/2015

Priority Level

Select a value

Reporting Method

Select a value

Type of Complaint

Select a value

Name of Complainant

Contact Details

Survivor Details

Name of Survivor

Identity Number

Camp/Zone of Survivor

Survivor Consent to Complete Form

☐ Yes

☐ No

Age

Sex*

☐ Male

☐ Female

Marriage and contact details of Parents, if under 18

Ethnic origin/Nationality

Vulnerability Factors

☐ Youth

☐ Head of household

☐ Widow

☐ Labeled as uneducated minor

☐ Disability

☐ Previous identification as LGBTI

☐ Other



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

INTERAGENCY CBCM – DEMOCRATIC REPUBLIC OF THE CONGO

HOME PLATFORMS ▾ RESOURCES CONTACT LOG OUT

View Edit Devel

Complaint Details

GENERAL INFORMATION

REFERENCE/CASE NUMBER: 5

DATE RECORDED: 29/07/2015

PRIORITY LEVEL: **HIGH**

REPORTING METHOD: Community focal points

TYPE OF COMPLAINT: SEA

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

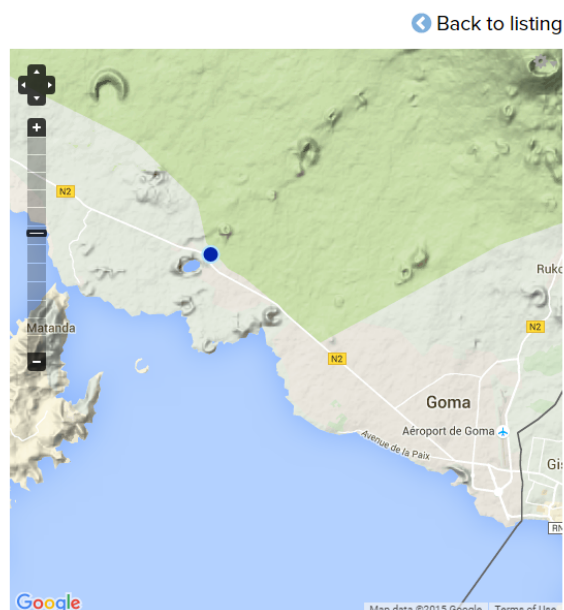
VULNERABILITY FACTORS: Head of household

INCIDENT DETAILS

DATE OF INCIDENT: Wednesday, 15 July, 2015

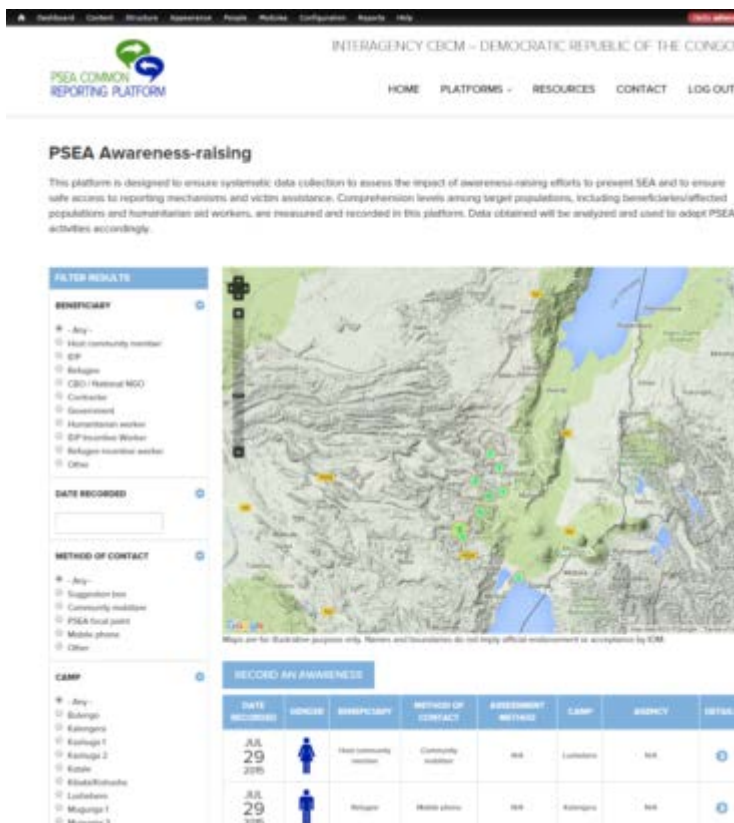
TIME OF INCIDENT: 8:03am

BRIEF DESCRIPTION OF INCIDENT(S) INCLUDING SPECIFIC LOCATION(S) WHERE



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



The PSEA awareness raising platform tracks and maps out awareness raising activities for both humanitarian aid workers and beneficiaries/ affected populations. CBCM staff can use the CRP to identify locations that have strong results in awareness-raising, compare them to ones that do not, and make targeted improvements. For example, a site that has many events but poor awareness levels may need to alter their messaging to be more culturally-appropriate

The above map is derived from all the answers captured on questionnaire related to awareness on PSEA. There is one version for humanitarian workers awareness, and one for beneficiaries/ communities

Source of SEA Information *

- ☐ Banner
- ☐ Brochure
- ☐ Drama
- ☐ FGDs
- ☐ Home Visit
- ☐ Mass Information Campaign
- ☐ Poems
- ☐ Radio
- ☐ Songs
- ☐ Tea talks
- ☐ T-shirt
- ☐ Other Refugees / IDPs
- ☐ Other
- ☐ - Select a value -

Level of Comprehension

Meaning of SEA

- ☐ Strong understanding
- ☐ Fair comprehension
- ☐ Minimal understanding
- ☐ No awareness

Risks and Consequences of SEA

- ☐ Strong understanding
- ☐ Fair comprehension
- ☐ Minimal understanding
- ☐ No awareness

Refugee Rights in Regard to SEA

- ☐ Strong understanding
- ☐ Fair comprehension
- ☐ Minimal understanding
- ☐ No awareness

How to File a Complaint

- ☐ N/A
- ☐ Strong understanding
- ☐ Fair comprehension
- ☐ Minimal understanding
- ☐ No awareness

Date Awareness Measured

Date

01/10/2015

E.g., 01/10/2015

Beneficiary *

Refugee

Method of Contact

- Select a value -

Age of Beneficiary

Sex

☐ Male

☐ Female

Camp *

- Select a value -

Vulnerability Factors

☐ Youth

☐ Head of household

☐ Widow

☐ UAM or separated minor

☐ Disability

☐ Person identifies as Lesbian, Gay, Bisexual, Transgender, or Intersex (LGBTI)

☐ Other

Method of Comprehension Measurement

- Select a value -

Who conducted the Assessment *

☐ PSEA Focal Point

☐ Community Mobilizer

☐ Other

DASHBOARD - COMPLAINTS

FILTER RESULTS

FROM DATE
07/24/2015

TO DATE
10/01/2015

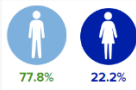
CAMP
Any

GENDER
Male Female Both

AGE
Any

APPLY CLEAR

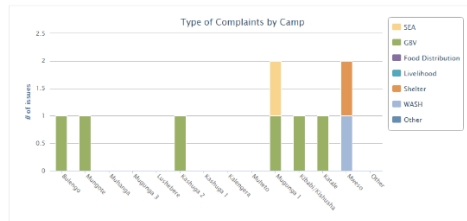
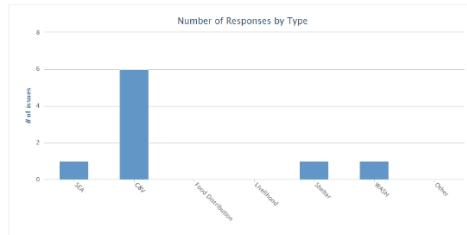
GENDER OF RESPONDENT



AGE OF RESPONDENT



9
TOTAL RESPONDENTS



DASHBOARD - PSEA AWARENESS-RAISING

FILTER RESULTS

FROM DATE
07/29/2015

TO DATE
10/01/2015

BENEFICIARY
All
Host community member
IDP
Refugee
CBO / National NGO
Contractor
Government
Humanitarian worker
IDP Incentive Worker
Refugee incentive worker
Other

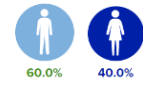
CAMP
Any

GENDER
Male Female Both

AGE
Any

APPLY CLEAR

GENDER OF RESPONDENT



AGE OF BENEFICIARY



11
TOTAL RESPONDENTS

LEVEL OF COMPREHENSION

