



TOOLKITS FOR ADDRESSING PSEA

TOOLKIT C

EXAMPLES OF REPORT
FORMS



Global Affairs
Canada

Affaires mondiales
Canada



C) EXAMPLES OF REPORT FORMS

FOREWORD

This toolkit aims to provide your organization with examples of report forms to be used in the programs on the Prevention of Sexual Exploitation and Abuse (PSEA). The four documents gathered here were developed by different organizations and have been selected among the Digna database. The documents are samples of report and referral forms, and instructions on how to proceed while processing a disclosure, and might be used as examples for each organization to develop their own forms regarding PSEA.

Digna deems some documents as particularly interesting for the development of this kind of form within the organizations. For example, the form produced by the Inter-Agency Standing Committee (IASC) – document 1 in this toolkit – is a very complete

instrument to collect information after an incident has taken place. In turn, the list provided by Save the Children – document 3 in this toolkit – is a visually-friendly roll of recommendations (do's and don'ts) to help handle a spontaneous disclosure.

Digna is committed to provide your organization with clear and useful tools. We hope they will help your work while developing PSEA documents for processing disclosures.



LIST OF DOCUMENTS

1

Incident Report Form / Complaints Referral Form – Inter-Agency Standing Committee (IASC), Global Standard Operating Procedures on Inter-Agency Cooperation in Community-Based Complaint Mechanisms, May/2016, pp. 55-59.

2

Inter-Agency complaints referral form – Regional Safe Spaces Network / UNHCR, Regional Toolkit for Protection from Sexual Exploitation and Abuse, Sexual Harassment (PSEA/PS) and Inter-Agency Community-Based Complaint Referral Mechanism in the Americas, 2019, p. 92.

3

Handling a spontaneous disclosure: Do's and Don'ts – Save the Children, Safeguarding in Emergencies Toolkit, 2019, p. 31.

4

Child SE Information Form – Cornwall and the Isles of Scilly Safeguarding Children Board (SCB), Children Abused Through Sexual Exploitation - Risk Assessment Toolkit, 2014, p. 28.

USEFUL:

- to develop a PSEA Policy and Code of Conduct (ANC 03-20: Breakout Session 2)
- to process a disclosure (ANC 03-20: Breakout Session 5)

ANC = Annual National Conference



INCIDENT REPORT FORM / COMPLAINTS REFERRAL FORM

INTER-AGENCY STANDING COMMITTEE (IASC), GLOBAL STANDARD OPERATING PROCEDURES ON INTER-AGENCY COOPERATION IN COMMUNITY-BASED COMPLAINT MECHANISMS, MAY/2016

Sample Incident Report Form

File Number:

Personal Information

Important

Gathering information at the time of reporting is a crucial element of the process. The report should be objective and precise, focusing on the facts and relevant information that will help when it is time to act.

When a child discloses maltreatment or abuse, make sure to ask the questions needed to have a clear understanding of what the child is saying and to ensure the security and welfare of the child. **DO NOT SEARCH FURTHER.**

- Inform the person that all information given in the complaint will remain confidential.
- Be receptive of the complainant and listen to what he or she has to say.
- Write a clear record of what is said by the complainant in his own words. Take the time to cross-check with the complainant that you understand everything before writing.
- Allow the complainant to read what you have written. If the complainant is illiterate, read out the text to ensure that what you have written is what he or she meant. Ask the person if he or she is satisfied with what you have written. If they are not, correct the text with them.

Information from the complainant:

Full Family Name :	Full Given Name:
Date of complaint receipt :	Telephone :
Camp/Axis : <input type="checkbox"/> Goma <input type="checkbox"/> Masisi Centre <input type="checkbox"/> Kitchanga Other _____	Address : Camp/Block : Community :
*Complaint Category : <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> Other (specify): _____	

Complaint Category:

- **Category 5:** Complaints of violations of the Humanitarian Code of Conduct and sexual exploitation or abuse against an adult (man or woman) (processing time from 4 weeks to 3 months)
- **Category 6:** Complaints of violations of the Humanitarian Code of Conduct and sexual exploitation or abuse against a child (boy or girl under age 18) (processing time from 4 weeks to 3 months)



INCIDENT REPORT FORM / COMPLAINTS REFERRAL FORM

INTER-AGENCY STANDING COMMITTEE (IASC), GLOBAL STANDARD OPERATING PROCEDURES ON INTER-AGENCY COOPERATION IN COMMUNITY-BASED COMPLAINT MECHANISMS, MAY/2016

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The complaint (Use the complainant's words verbatim and ask questions to get as much important information as possible. At a minimum, the complainant should indicate who, what, how, where and when the complaint is about.)

Date of the incident (When): _____ _____ _____
Full name of the victim (Who): _____ _____
Age of the victim: _____
Where? _____ _____ _____
How? _____ _____ _____
What? _____ _____ _____

Information about the accused: (please encrypt the name of the accused)

Name of accused: _____
Position held by the accused: _____
Organization for which the accused work(s): _____
Relationship to the victim: _____
Current residence of the accused (if known): _____ _____ _____
Gender: _____
Physical description of the accused: _____ _____ _____ _____

Complaint Category:

- **Category 5:** Complaints of violations of the Humanitarian Code of Conduct and sexual exploitation or abuse against an adult (man or woman) (processing time from 4 weeks to 3 months)
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INTER-AGENCY STANDING COMMITTEE (IASC), GLOBAL STANDARD OPERATING PROCEDURES ON INTER-AGENCY COOPERATION IN COMMUNITY-BASED COMPLAINT MECHANISMS, MAY/2016

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Specifically for complaints of sexual exploitation and abuse:

Has the victim been informed of the available medical care?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, has the victim sought medical treatment after the incident?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, who provided treatment? _____		

If no, refer the complainant to the nearest medical care, and follow up that he or she receives the available services.		
Has the victim contacted the police?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, what has been done? _____		

If no, did the victim require the assistance of the police, and if not, why? _____		

Has the victim contacted legal services?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Full name of the PSEA Focal Point:

Organization/Agency: _____

Gender: Female Male

Complaint Category:

- **Category 5:** Complaints of violations of the Humanitarian Code of Conduct and sexual exploitation or abuse against an adult (man or woman) (processing time from 4 weeks to 3 months)
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INCIDENT REPORT FORM / COMPLAINTS REFERRAL FORM

INTER-AGENCY STANDING COMMITTEE (IASC), GLOBAL STANDARD OPERATING PROCEDURES ON INTER-AGENCY COOPERATION IN COMMUNITY-BASED COMPLAINT MECHANISMS, MAY/2016

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IASC Model Complaints Referral Form (Sexual Exploitation and Abuse)

Name of Complainant: _____	Ethnic origin/Nationality: _____	
Address/Contact details: _____		

Age: _____	Sex: _____	Identity no: _____

Name of Victim (if different from Complainant): _____		
Ethnic origin/Nationality: _____		
Address/Contact details: _____		

Age: _____	Sex: _____	Identity no: _____
Name(s) and address of Parents, if under 18: _____		

Has the Victim given consent to the completion of this form? <input type="checkbox"/> YES <input type="checkbox"/> NO		

Date of Incident(s): _____	Time of Incident(s): _____	Location of Incident(s): _____
Physical & Emotional State of Victim (Describe any cuts, bruises, lacerations, behaviour, and mood): _____		

Witnesses' Names and Contact Information: _____		

Brief Description of Incident(s) (Attach extra pages if necessary)		

Name of Accused person(s): _____	Job Title of Accused person(s): _____
Organisation Accused person(s) Works For: _____	
Address of Accused person(s) (if known): _____	

Age: _____	Sex: _____
Physical Description of Accused person(s): _____	



DOCUMENT 1

INCIDENT REPORT FORM / COMPLAINTS REFERRAL FORM

INTER-AGENCY STANDING COMMITTEE (IASC), GLOBAL STANDARD OPERATING PROCEDURES ON INTER-AGENCY COOPERATION IN COMMUNITY-BASED COMPLAINT MECHANISMS, MAY/2016

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Have the police been contacted by the victim? YES NO If yes, what happened? _____

If no, does the victim want police assistance, and if not, why? _____

Has the victim been informed about available medical treatment? YES NO
If Yes, has the victim sought Medical Treatment for the incident? YES NO
If Yes, who provided treatment? What is the diagnosis and prognosis: _____

What immediate security measures have been undertaken for victim? _____

Who is responsible for ensuring safety plan (Name, Title, Organisation): _____

Any other pertinent information provided in interview (including contact made with other Organizations, if any): _____

Details of referrals and advice on health, psychosocial, legal needs of victim made by person completing report: _____

Report completed by: _____
Name Position/Organisation Date/Time/Location
Has the Complainant been informed about the Organisation's procedures for dealing with complaints? YES NO
Signature/thumb print of Complainant signaling consent for form to be shared with relevant mgt structure* and SRSB/RC/HC _____
Complainant's consent for data to be shared with other entities (check any that apply):

Police _____ Camp leader (name) _____
Community Services agency _____
Health Centre (name) _____ Other (Specify) _____

Date Report forwarded relevant management structure*: _____

Received by relevant management structure*: _____
Name Position Signature



DOCUMENT 2

INTER-AGENCY COMPLAINTS REFERRAL FORM

REGIONAL SAFE SPACES NETWORK / UNHCR, REGIONAL TOOLKIT FOR PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE, SEXUAL HARASSMENT (PSEA/PS) AND INTER-AGENCY COMMUNITY-BASED COMPLAINT REFERRAL MECHANISM IN THE AMERICAS, 2019

REGIONAL TOOLKIT
for PSEA/SH and Community-Based Complaint and Referral Mechanism in the Americas

TOOL 5

INTER-AGENCY COMPLAINTS REFERRAL FORM (FOR SEXUAL EXPLOITATION AND ABUSE / SEXUAL HARASSMENT)

* Information contained in this form is CONFIDENTIAL. All Forms must be PASSWORD PROTECTED.

<https://enketo.unhcr.org/x/#psDGQsdd>

Name of Complainant: _____		Ethnic origin/Nationality: _____	
Address: _____		Identity no: _____	
Age: _____		Sex: _____	
How does complainant prefer to be contacted (give details): _____			
Name of survivor (if not the complainant): _____		Ethnic origin/Nationality: _____	
Address/Contact details: _____		Identity no: _____	
		Sex: _____ Age: _____	
Name(s) and address of parent/guardian, if under 18: _____			
How does survivor prefer to be contacted (give details): _____			
Has the survivor given consent to the completion of this form and referral?			
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know			
Date of incident(s): _____		Time of incident(s): _____	
		Location of incident(s): _____	
Brief description of incident(s) in the words of the survivor / complainant: _____			
Name of accused person(s): _____		Position / Job title of person(s): _____	
Service provider/agency accused person(s) works for: _____			
Address or location where accused person(s) works: _____			
AGENCY RECEIVING COMPLAINT			
Name of PSEA Focal Point: _____		Name of person completing form: _____	
		Position / Job title: _____	
Agency: _____		Signature: _____	
		Date completed: _____	
REFERRAL TO AGENCY OF CONCERN PSEA FOCAL POINT			
Name of agency/name of person (PSEA Focal Point) report forwarded to: _____			
Name and position of person report forwarded to: _____			
Date of referral: _____			
ACKNOWLEDGMENT OF RECEIPT			
Name: _____		Agency: _____	
		Position / Job title: _____	
Signature: _____		Date received: _____	



HANDLING A SPONTANEOUS DISCLOSURE: DO'S AND DON'TS

SAVE THE CHILDREN, SAFEGUARDING IN EMERGENCIESTOOLKIT, 2019

Please do not proactively encourage disclosure, unless you are well-trained on GBV, PSEA or Child Safeguarding.

HANDLING A SPONTANEOUS DISCLOSURE:



DO...

- ✓ Allow the survivor to approach you
- ✓ Ask how you can support with any urgent basic needs
- ✓ Ask the survivor if they are comfortable talking to you or would prefer to talk to someone else
- ✓ Provide practical support like offering water or a private place (e.g. no risk of being overheard – but not out of eyesight or hearing of another adult if with a child)
- ✓ Offer to secure an immediate place of safety if required (especially if they have just fled a traumatic situation and can't articulate what they need)
- ✓ Try to listen more than you speak – it may take time for a survivor to share what they need to
- ✓ Treat any information shared with confidentiality, including identity of survivor and the subject of concern, but do be clear on the limits of confidentiality (for example, you must report and act if the person disclosing is a child or is at immediate risk of harm)
- ✓ Share culturally appropriate statements of comfort and support
- ✓ Share information on all services available
- ✓ Share with the survivor of the process of reporting and next steps; when they can expect to hear more



DO NOT...

- ✗ React in a culturally inappropriate or overly emotional way – survivors need you to be in control and able to listen and effectively support – they shouldn't have to worry about supporting you
- ✗ Promise to keep secrets – you'll need to tell someone who can help, or make any promises that you cannot keep (for example, regarding prosecution)
- ✗ Ignore someone who approaches you and shares a safeguarding concern or experience
- ✗ Pressure the survivor into sharing more information
- ✗ Take photos or record the conversation (taking written notes is OK, but explain what you are doing and why)
- ✗ Make comparisons between the person's experience and others (including your own, if applicable)
- ✗ Openly doubt or contradict what someone tells you
- ✗ Exaggerate your skills or influence, or make false promises or provide false information
- ✗ Offer your own advice/opinion;
- ✗ Assume that you know what someone wants or needs
- ✗ Make assumptions about someone's experience



DOCUMENT 4

CHILD SE INFORMATION FORM

CORNWALL AND THE ISLES OF SCILLY SAFEGUARDING CHILDREN BOARD (SCB), CHILDREN ABUSED THROUGH SEXUAL EXPLOITATION - RISK ASSESSMENT TOOLKIT, 2014

CHILD SEXUAL EXPLOITATION INFORMATION FORM

NAME OF PERSON COMPLETING FORM:		DATE:
ANY INFORMATION ON YOUNG PERSON/S ie First name	ASSOCIATES/ADDRESSES/HOTSPOTS	
ALLEGED PERPETRATOR/S	POLICE ACTIVITY	
SOURCE OF INFORMATION :		

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TOOLKITS

This is a summary of the eight toolkits



A

EXAMPLES OF CODES OF CONDUCT - POLICY PROGRAMS

This toolkit contains eleven documents, which are samples of principles, guidelines and codes of conduct, and might be used as examples for each organization to develop their own recommendations regarding PSEA.

B

EXAMPLES OF RISK ASSESSMENT AND MANAGEMENT

This toolkit contains five documents, which are samples of useful tools to identify risk indicators and strategies to manage them, and might be used as examples for each organization to develop their own risk management systems.

C

EXAMPLES OF REPORT FORMS

This toolkit contains four documents, which are samples of report and referral forms, and instructions on how to proceed while processing a disclosure. They could be used as examples for each organization to develop their own forms regarding PSEA.

D

EXAMPLES OF FLOWCHARTS

This toolkit contains six documents, which are samples of visually-friendly diagrams. They could be used as examples for each organization to develop their own pathways regarding the procedures on PSEA.

E

EXAMPLES OF PSEA AUDIT AND SELF-ASSESSMENT - CONTACTS WITHIN THE ORGANIZATIONS AND PARTNERS

This toolkit contains seven documents, which are samples of contact lists and check-lists. They could be used as examples for each organization to produce their own call trees and self-assessment forms regarding PSEA.

F

EXAMPLES OF FEEDBACK FORMS

This toolkit contains two documents, which are samples of feedback forms. They could be used as examples for each organization to develop their own feedback materials on PSEA.

G

EXAMPLES OF MONITORING SURVEYS - EVALUATION TOOLS

This toolkit contains five documents, which are samples of monitoring surveys and evaluation tools. They could be used as examples for each organization to develop their own evaluation materials regarding PSEA.

H

EXAMPLES OF VISUALS

This toolkit contains four documents, which are samples of visual information materials. They could be used as examples for each organization to develop their own visually-friendly documents regarding PSEA.