TOOL 3.4 PGI INCIDENT REPORTING TOOL

A PGI Incident Reporting system is a means to provide the PGI, PSS and Security teams with data on trends of PGI issues in the community; in addition it provides members of the team with a way to document exclusion or protection incidents they may have seen while in the field, but which they do not feel qualified or confident to follow up. In short, this system will assist the Operations team to identify PGI trends and risks in real time, and to implement adequate actions for the protection and inclusion of communities, staff, and operational access.

The tool is for staff and operational personnel and is **not** a tool for community engagement nor community feedback.

The below PGI incident reporting form should be adapted with the input of the head of security, because any issues in the community will ultimately affect the safety and access of staff to the field. By having a PGI incident reporting process, the security and Head of Operation can get a quick snapshot of key issues concerning the community and of key incidents.

The reporting system should be adapted to local context, and should be in an easy to use, easy to access format such as via an online link. It should be signed off by the Head of Operation and shared with all staff and volunteers. It is important that you share this along with up-to-date referral procedures so that personnel can offer referral to affected community members in the course of their day.

It is essential to keep PGI incident reports in a private, locked space, or if data-based then under a password protected firewall. The information should only be available to those who need it for follow up (security, head of operation, PSS team if they need to debrief staff, and PGI team, or other relevant personnel).

TOOLKIT

PGI INCIDENT REPORT

Name of person filling out form:		**Location of person filling out form:**	
Telephone of person filling out form:		**Email of person filling out form:**	

Persons affected:	Issue:	Language of people affected:	Nationality of people affected:	Number of people affected:
☐ All	☐ Affront to dignity	☐ All	☐ All	Specify if possible, otherwise estimate using the categories below:
☐ Women	☐ Community tensions	☐ Arabic	☐ Afghan	☐ 1
☐ Men	☐ Confiscation of goods	☐ Dari	☐ Algerian	☐ 2 – 9
☐ Boys (under 10)	☐ Critical risk to life and health	☐ English	☐ Bangladeshi	☐ 10 – 49
☐ Girls (under 10)	☐ Demonstrations or protests	☐ Farsi	☐ Greek	☐ 50 – 99
☐ Boys (10 – 17)	☐ Denial of access to services	☐ French	☐ Iranian	☐ 100 – 199
☐ Girls (10 – 17)	☐ Drug use	☐ Greek	☐ Iraqi	☐ 200 – 499
☐ Chronic illness	☐ Exploitation	☐ Bahasa Indonesia	☐ Libyan	☐ 500 – 999
☐ Elderly people	☐ Extortion	☐ Urdu	☐ Moroccan	☐ 1000 – 1999
☐ LGBTIQ people	☐ Insults or verbal abuse	☐ Unknown	☐ Nigerian	☐ over 2000
☐ Linguistic minority groups	☐ Non-violent crime	☐ Other (specify):	☐ Pakistani	
☐ People with disabilities	☐ Physical violence		☐ Palestinian	
☐ Unregistered people	☐ Sexual violence		☐ Stateless	
☐ Other (specify):	☐ Threats		☐ Syrian	
	☐ Trafficking		☐ Unknown	
	☐ Other (specify):		☐ Other (specify):	

PGI INCIDENT REPORT

Narrative: *Important: Do not investigate protection issues you hear about – just report the concern to the PGI delegate.*

Describe the problem in as much detail as possible, including:

- Who was affected by the problem? *(Important: use this form to record details about sex, age, ethnicity, location etc. Collect name and contact details of people affected if they are happy for you to do so, but do not transmit them using this form, and ensure that they are stored securely – PGI delegate will call you to discuss)*
- Is it an incident (something that has actually occurred and resulted in harm) or a risk (something which indicates the potential for harm to happen in the future)?
- Where and when did the problem occur?
- What was the cause of the problem?
- What harm resulted, or what harm is likely?
- How did you find out about the problem (e.g. did you observe it yourself? Were you told about it by someone else?)
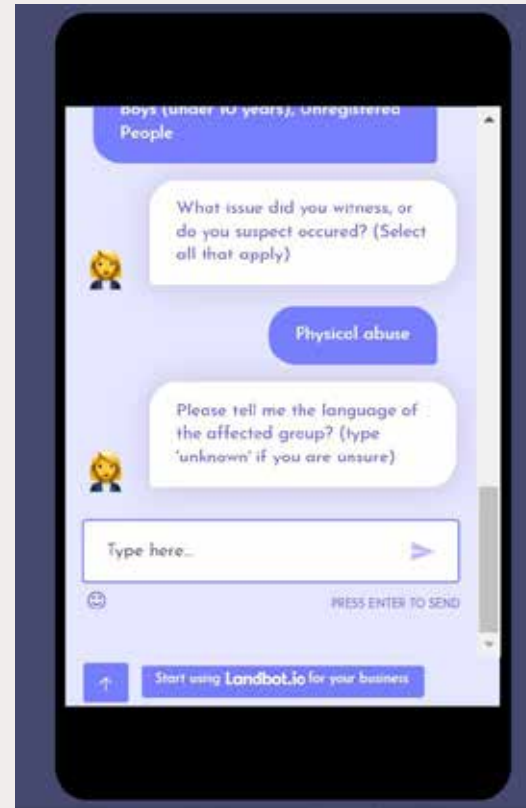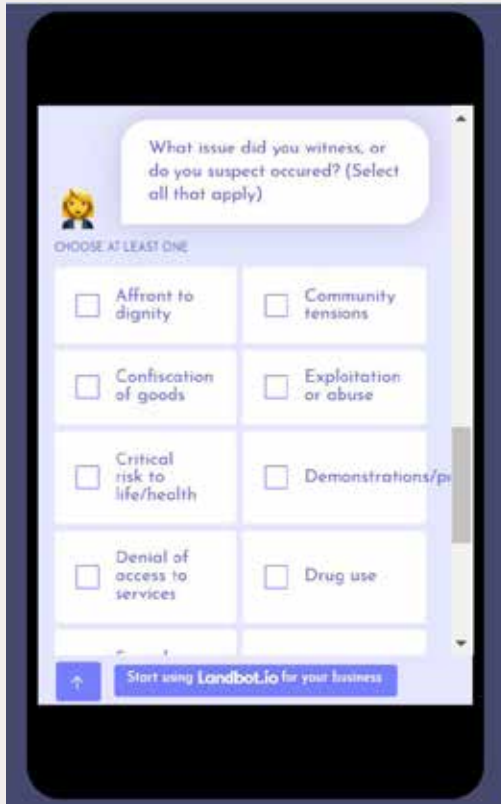
TOOLKIT

Annex 1: Sample digitised PGI Incident Reporting Form as a Chat Bot

The paper-based Incident Reporting form contained in **Tool 3.4: PGI Incident Reporting Tool** can be integrated into a number of digital platforms including KoBoToolbox (https://www.kobotoolbox.org/), and online survey forms.

In the example below, the form has been converted into a Chat Bot, using Landbot.io (which is a freely available chatbot design system). Landbot meets international privacy standards, so long as you keep your passwords and login details private.

In this design, a tailored email can be sent to up to 10 people each time a report is made into this system (such as PGI, PSS and Security staff). In this case, the email alerting administrators of a report is sent to the Head of Security, head of PGI or head of PSS and a regional IFRC PGI lead.
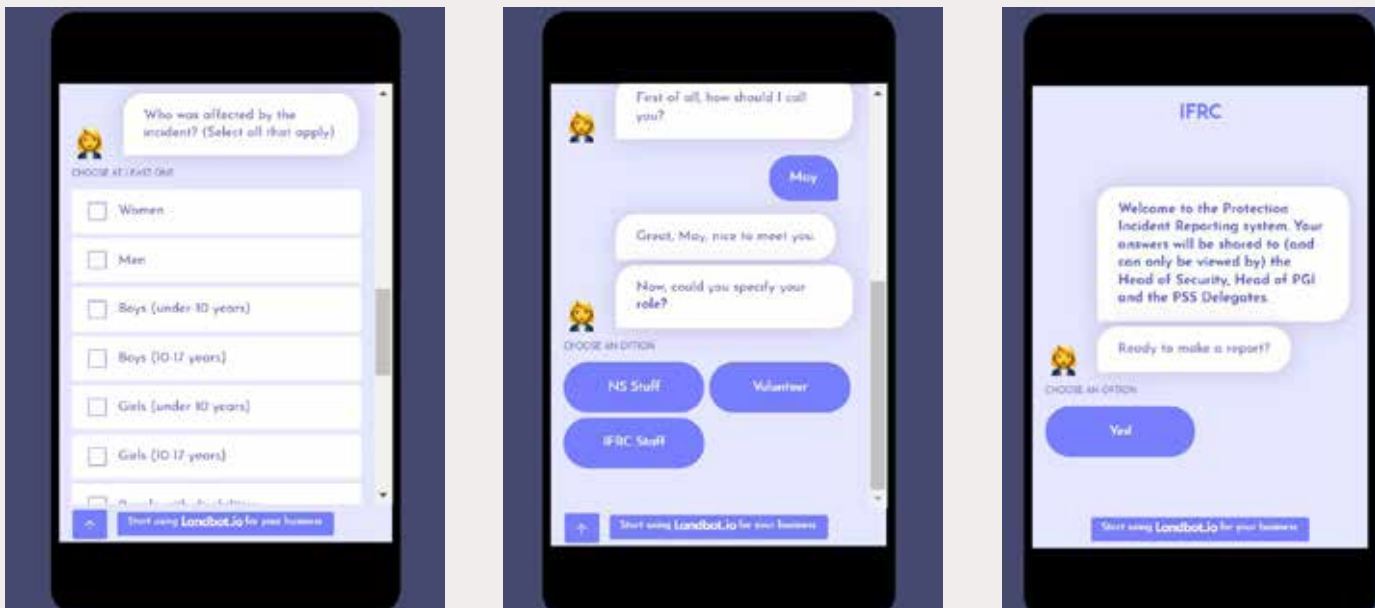
TOOLKIT
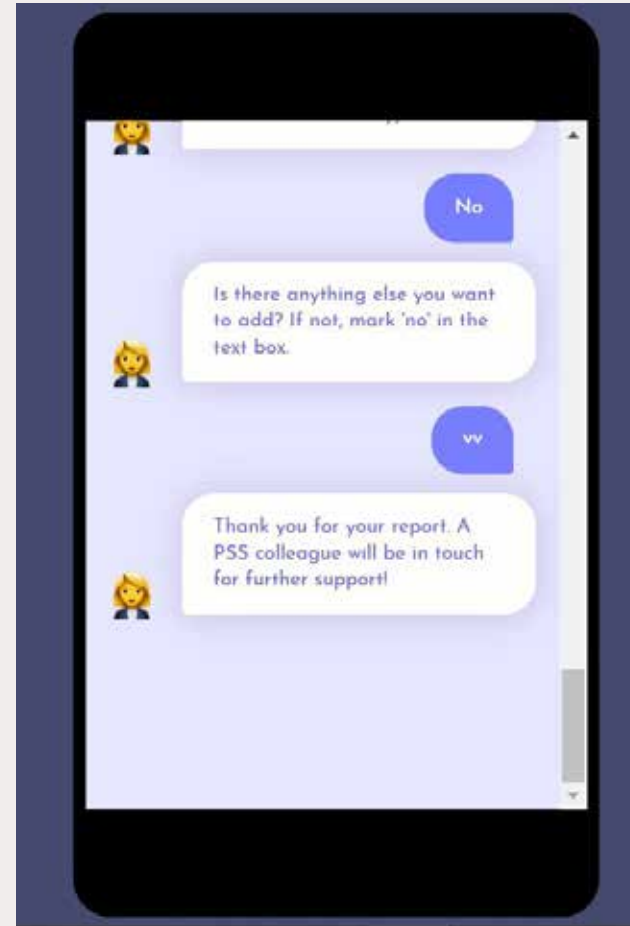
Test: Protection Incident Report ⏵ Inbox ×

Landbot <noreply.bot2@landbot.io>   11:45 AM (1 hour ago)

to ⬛⬛⬛⬛⬛

Dear Head of Security, PGI and PSS Lead,
A Protection Incident has been reported.

Johanna, JH@NS.com reported 1 of XXXX Girls (under 10 years)
were affected by an incident characterised as Physical abuse.

The event occured on: 2019/08/11

This type of incident is likely to happen again?

The person making the report offered the affected community some
referral information? Yes

Further details were given as follows:
I spoke with the girl, and also (separately) with her mother.

TOOLKIT