

Human Rights Desk Basic Procedure in Receiving Complaint

- 1. Politely Greet complainant or any person that approaches the Human Rights Desk;*
- 2. Have complainants seated, advise them to relax and offer them something to drink to make them comfortable;*
- 3. Introduce yourself stating your rank, name, designation, and request the complainant to introduce himself/herself;*
- 4. Ask the complainant about his specific need or purpose of approaching your desk;*
- 5. Allow the complainant to narrate the facts and circumstances of his/her complaint;*
- 6. Listen carefully and take down important data of the case;*
- 7. Ask questions to determine the Human Rights Violation committed;*
- 8. Take the written complaint of the incident;*
- 9. Get the full name, address and contact number of the complainant for the feedback;*
- 10. Evaluate if the case is WCPD concern or Human Rights Concern;*
- 11. Refer the case to appropriate investigating body after evaluation;*
- 12. Monitor the progress of the case and inform the complainant of the action taken and update of the case within three (3) days;*
- 13. Reassure the complainant of continuous monitoring and update of the case;*
- 14. Extend gratitude to the complainant for the cooperation he/she has extended to the investigator/case officer;*
- 15. Submit report immediately to HRAO and furnish HRAO of updates of the report on a forthrightly basis;*
- 16. If the complaint is sent through letter or referral from concerned NGO and or Government agency, number 10 up to 15 shall be undertaken.*