



# DISCRIMINATION REPORTING SYSTEM:

User Guide

Version 1



Welcome to CHRAJ's Discrimination Reporting System. This system is used to report and track cases of HIV-related stigma and discrimination.

This guide will show you how to:

- navigate the online system
- submit complaints on behalf of clients
- track the progress of complaints
- generate reports

Let's begin with a brief tour.



# Find your way around

- Background information
- Submit a complaint
- Track and manage your complaints
- Generate aggregated reports on all complaints



- Send a message to CHRAJ
- Log in or request access
- Log out
- View and edit your account information

# Login

Use this page to create or access an institutional account. This will enable your organization to submit complaints on behalf of clients. Individual users should submit complaints without creating accounts. Go directly to “Complaint Form”.

## Organizations

ONLY ONE institutional account will be granted per organization. To protect confidential information and avoid data errors, one individual should be assigned to manage this account.

Access an existing account by entering your institution's username and password.

Home | Complaint Form | Complaints | Reports | Contact

Home

### User account

Create new account | Log in | Request new password

Username \*

Enter your CHRAJ Discrimination Reporting System username.

Password \*

Enter the password that accompanies your username.

Log in

Create a new institutional account by clicking “Create Account”.

## Not sure if your organization has an account?

Check with your Executive Director or the CHRAJ IT Administrator, Festus Mensah, at 0244 062600.

## Forgot your password?

Click on "Request new password".

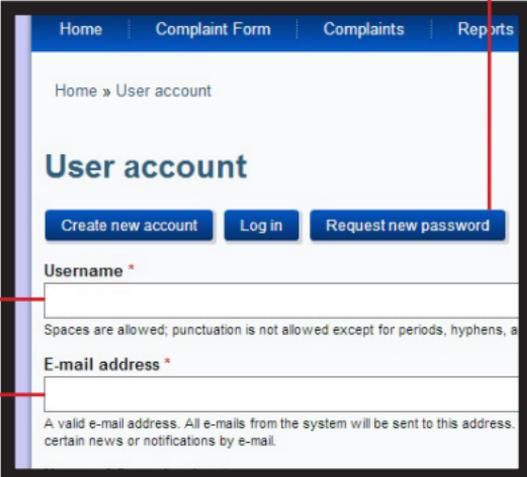
Select a username for this institutional account.

Choose a username based on the organization's name, which will be easy to remember.

Provide a valid email address, to which emails from the online system should be sent.

Enter the name of your organization.

How would you like to receive updates on the progress of your complaints?



Home | Complaint Form | Complaints | Reports

Home » User account

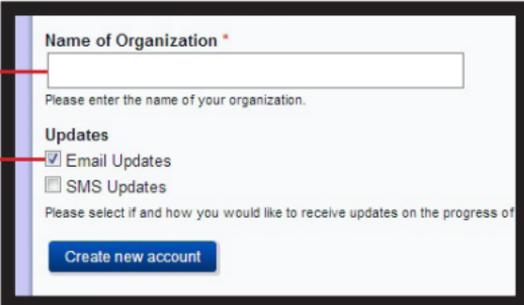
### User account

Create new account | Log in | Request new password

Username \*

E-mail address \*

A valid e-mail address. All e-mails from the system will be sent to this address, certain news or notifications by e-mail.



Name of Organization \*

Please enter the name of your organization.

Updates

Email Updates

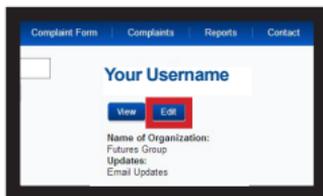
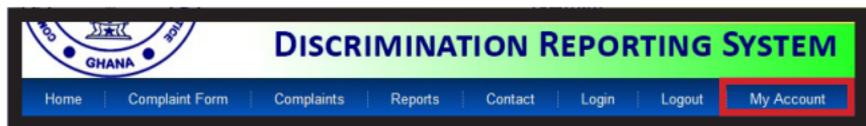
SMS Updates

Please select if and how you would like to receive updates on the progress of

Create new account

# View and edit your account information

Once you are logged in, use the “My Account” page to manage your account.



## Change your password

Enter your current password.

Current password

Enter your current password to change

E-mail address \*

A valid e-mail address. All e-mails from receive a new password or wish to re

Password

Confirm password

## Change your email address

Enter your current password.

Enter the new email address.

Enter a new password.

Re-enter the new password.

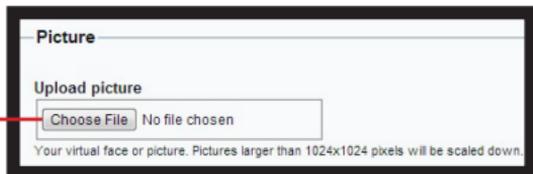
Click “Save” at end of form.

Save

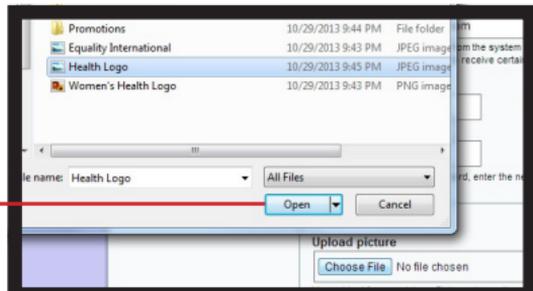
*Note: You cannot change both your password and email address at the same time.*

## Upload a picture or graphic to represent yourself and/or your organization

Click on "Choose File" to select a photo or graphic for uploading.



Locate and select the file you wish to use.



Click "Save" at end of form.



## Update contact settings

- Check or uncheck this box to indicate whether you want other users to be able to contact you (your email address will remain hidden).

▼ **Locale settings**

**Time zone**

Africa/Accra: Tuesday, October 22, 2013 - 00:25 +0000

Select the desired local time and time zone. Dates and times throughout this site will be displayed u

## Update your time zone

Click on the arrow to open a drop-down menu.

**Time zone**

Africa/Bamako: Wednesday, October 30, 2013 - 01:47 +0000

Africa/Abidjan: Wednesday, October 30, 2013 - 01:47 +0000

Africa/Accra: Wednesday, October 30, 2013 - 01:47 +0000

Africa/Addis Ababa: Wednesday, October 30, 2013 - 04:47 +0300

Africa/Algiers: Wednesday, October 30, 2013 - 02:47 +0100

Africa/Asmara: Wednesday, October 30, 2013 - 04:47 +0300

Africa/Asmera: Wednesday, October 30, 2013 - 04:47 +0300

Africa/Bamako: Wednesday, October 30, 2013 - 01:47 +0000

Africa/Bangul: Wednesday, October 30, 2013 - 02:47 +0100

Africa/Banjul: Wednesday, October 30, 2013 - 01:47 +0000

Africa/Bissau: Wednesday, October 30, 2013 - 01:47 +0000

Africa/Blantyre: Wednesday, October 30, 2013 - 03:47 +0200

Click to select your time zone from the available options.

If you don't see your time zone, use the scroll bar to view more options.

**Save**

Click "Save" at end of form.

## Update your organization's name

Enter edited or updated organization name.

**Name of Organization \***

Please enter the name of your organization.

Click "Save" at end of form.

**Save**

## Receive updates on the progress of your complaint(s)

Check or uncheck this box to indicate whether and how you want to receive updates.

**Updates**

Email Updates

SMS Updates

Please select if and how you would like to receive updates on the

# Submit a complaint

Use this section to enter the information about the complainant and/or the organization or individual reporting on complainant's behalf.

## Create Complaint Form

### Section 1: Details of the person/organization making the complaint

Note: In order to ensure confidentiality, CHRAJ allows a third party, such as an organization, friend, advocate, or relative to report and manage the case on behalf of the person who has experienced discrimination.

If you are reporting a case for someone else, please type the name of your organization OR your name in the field labeled "Name of Reporting Organization/Third-party Individual".

If you are reporting a case for yourself OR the person for whom you are reporting a case does not wish to remain anonymous, please type the name of the person in the field labeled "Name".

This guide helps organizations submit complaints on behalf of clients. While individuals may report directly to CHRAJ, reporting through a civil society organization allows them to remain anonymous and benefit from the organization's support.

The screenshot shows a web form with the following fields and options:

- Name of Reporting Organization/Third-party Individual:** A text input field.
- Name:** A text input field.
- Sex \*:** A dropdown menu with options: "- Select a value -", "Male", "Female", and "Not Applicable".
- Date of Birth:** Three dropdown menus for "Month", "Day", and "Year". The "Year" dropdown is open, showing options from 1982 to 1986.
- HIV/KPG Status:** A checkbox labeled "Person Living with HIV/KPG Status".

- Enter your organization's name here.
- Name of person experiencing discrimination (complainant). DO NOT complete this field if complainant wishes to remain anonymous.
- Use drop-down menus to indicate complainant's sex and birth date.

## HIV/KPG Status

Indicate whether complainant is HIV positive and/or a member of another key population group at higher risk of HIV (LGBT, sex worker, etc.).

Check each box that applies.



HIV/KPG Status

- Person Living with HIV
- LGBT Person
- Sex Worker
- Other



HIV/KPG Status

- Person Living with HIV
- LGBT Person
- Sex Worker
- Other

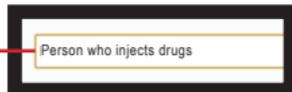


HIV/KPG Status

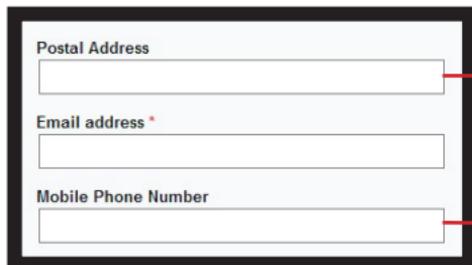
- Person Living with HIV
- LGBT Person
- Sex Worker
- Other

If the relevant key population group is not among those listed, select "other".

A new text field will appear. Use this field to identify the key population group.



Person who injects drugs



Postal Address

Email address \*

Mobile Phone Number

Use these fields to enter the contact information of the organization or individual reporting on behalf of complainant. An email address and residential address/house number must be provided to submit the complaint.

## Details of the person/organization against whom complaint is being made

**Section 2: Details of the person/organization against whom complaint is being made**

Name \*

Postal address

Email address

Fixed line Phone Number

Mobile Phone Number

Use these fields to enter information about the organization or individual against whom this complaint is being made. Provide as much detail as possible to help CHRAJ respond appropriately to the complaint.

If the individual's occupation is not listed, or if the complaint is being made against an organization, select "other".

A new field will appear. Use this field to identify the individual's occupation, or the type of organization (e.g., "hospital", "bank", etc.)

**Occupation**

Health Worker

Police Officer

Teaching

Religious Leader/ Pastor

Military Personnel

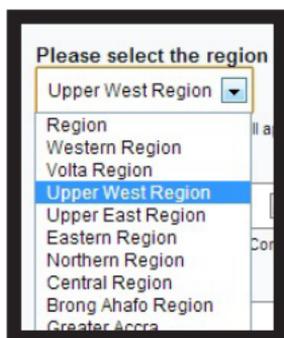
Other

**(If other, please note occupation in the box below)**

Shop employee

# Incident details

Use this section to enter information on the discrimination experienced by the complainant.



Please select the region

Upper West Region

Region

Western Region

Volta Region

Upper West Region

Upper East Region

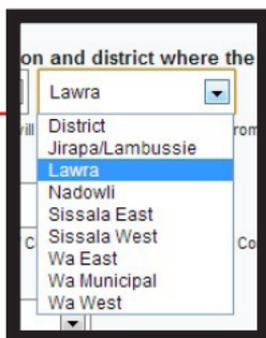
Eastern Region

Northern Region

Central Region

Brong Ahafo Region

Greater Accra



Region and district where the incident occurred

Lawra

District

Jirapa/Lambussie

Lawra

Nadowli

Sissala East

Sissala West

Wa East

Wa Municipal

Wa West

## Where did the incident occur?

Use the drop-down menus to indicate the region and district where the discrimination was experienced.

*NOTE: At first only the "Region" field will be visible. After selecting a region, the "District" field will appear, allowing you to select the appropriate district.*



Nature of Complaint

Civil & Political Rights

Nature of Complaint

<none>

Common Complaints

Civil & Political Rights

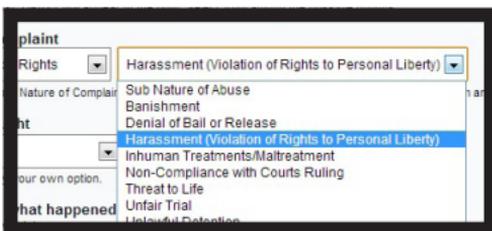
Property Rights

Economic & Social Rights

Women's Rights

## Nature of complaint

Use the drop-down menu to select the option that best describes the discrimination experienced by the complainant.



Nature of Complaint

Rights

Harassment (Violation of Rights to Personal Liberty)

Nature of Complaint

Sub Nature of Abuse

Banishment

Denial of Bail or Release

Harassment (Violation of Rights to Personal Liberty)

Inhuman Treatments/Maltreatment

Non-Compliance with Courts Ruling

Threat to Life

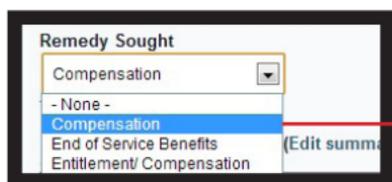
Unfair Trial

Unlawful Detention

A new drop-down menu will appear. Use this to further describe the type of discrimination experienced.

*DON'T WORRY. Do your best to select options that seem appropriate. CHRAJ will revise this as necessary.*

## Further incident details



Remedy Sought

Compensation

- None -

Compensation

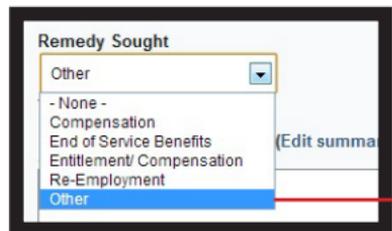
End of Service Benefits

Entitlement/ Compensation

(Edit summary)

### Remedy sought

Use the drop-down menu to indicate the remedy being sought.



Remedy Sought

Other

- None -

Compensation

End of Service Benefits

Entitlement/ Compensation

Re-Employment

Other

(Edit summary)

If the remedy being sought is not listed among these options, select "other".



Remedy Sought

Other

You may specify your own option.

Reimbursement of Medical Expenses

A new text field will appear. Use this field to identify the remedy being sought.

*DON'T WORRY. Do your best to select options that seem appropriate. CHRAJ will revise this as necessary.*



State briefly what happened (Edit summary)  
(Maximum 300 words)

When I walked into the shop, I noticed that

### What happened?

Use this field to enter a brief (300 words or fewer) description of the discrimination experienced.

### TIPS

- Write in clear and simple English.
- Record dates, times, and details as precisely as possible.
- Focus on the events and the evidence, not on thoughts or feelings.

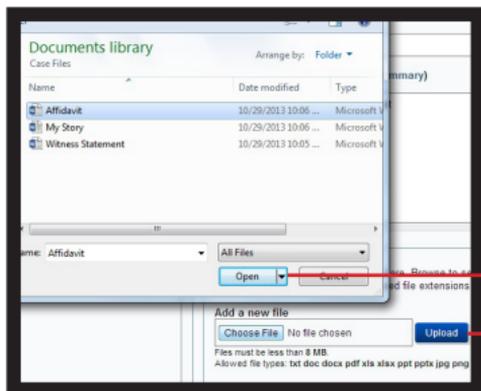
## Further incident details



### Case documents

Click on "choose file" to select relevant case documents for uploading.

*NOTE: Case documents may include photos, affidavits, witness statements, video footage, or other relevant evidence.*



Locate and select the file you wish to use.

Click "Upload".



A table will appear. To upload additional files, click on "choose file" and repeat the file selection and uploading process.

*NOTE: Case document files may be removed by clicking "Remove".*

# Review and submit



Files must be less than 8 MB.  
Allowed file types: txt doc docx pdf xls xlsx ppt pptx jpg png tiff gif.

Submit

**BEFORE submitting, review the information you have entered.** Clicking “submit” will send the complaint to CHRAJ. Once submitted, you will not be able to edit the complaint in the reporting system, although the information can be changed following initial meetings with CHRAJ. So review the complaint and make sure all information has been entered correctly before submitting!

# Track complaints

Use the “Complaints” page to view and manage all the complaints you have submitted to CHRAJ.

Home | Complaint Form | Complaints | Reports | Contact | Login

## Complaints

Case Type: - Any -  
Relief Sought: - None -  
Sex of Complainant: - Any -  
Apply

*NOTE: Only complaints submitted by your organization through the institutional account will be visible.*

● View the current status of complaints submitted. Complaint status will be listed as one of the following:

- Yet to be entered
- Mediation
- Investigation
- Enforcement
- Completed
- Declined
- Transferred

Sort complaints by type of relief sought and/or sex of complainant

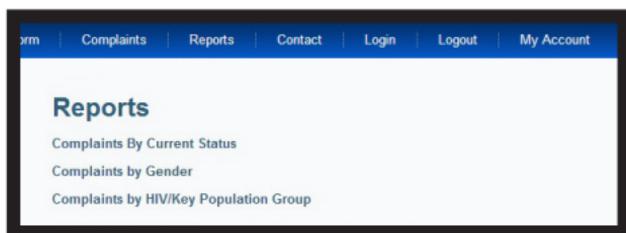
Respondent Name	Complainant Name	Name of Reporting Organization/ Individual	Current Status	Sex	Relief Sought	Intake Officer
Discriminating Organization 6		Sample Organization	Yet to be entered	Female	Re-Employment	Yet To Be Assigned
Sample Pru District Police Official		Sample Organization	Yet to be entered	Female	Release and compensation	Yet To Be Assigned
Discriminating Individual 5		Sample Organization	Yet to be entered	Male	Compensation	Yet To Be Assigned

● View details of the complaint.

Find out which CHRAJ intake officer has been assigned to a particular complaint. You can follow up with these officers if you have questions regarding the case.

# Generating reports on complaints submitted

Use the “Reports” page to generate reports on all cases of discrimination submitted to CHRAJ through the online system.



Reports can be generated based on three characteristics:

Current status of complaint

**Complaints By Current Status**

Type	Total	Percentage	CSV
Unvalidated	4	100.0000	

Complainant by gender

**Complainant by Gender**

Gender	Total	Percentage	CSV
Female	2	50.0000	
Male	1	25.0000	
Not Applicable	1	25.0000	

Menu CHRAJ | Unvalidated | Complaints Form | Contact Us

Complainant by HIV/Key Population Group

**Key Population Group**

KPG	Total	Percentage	CSV
LGBT Person	1	25.0000	
Person Living with HIV	2	50.0000	
Transgender	1	25.0000	

*NOTE: Report data can also be exported in CSV form.*

NGOs and the general public can use this page to see how many discrimination complaints have been submitted to CHRAJ, sorted according to these characteristics. This data may be used to help demonstrate the scope of HIV-related discrimination to policy-makers and to promote human rights.

## Common questions

### **My client doesn't want CHRAJ to investigate or take legal action—should I still encourage them to report their case?**

Yes! Even if your client does not wish CHRAJ to investigate, and isn't seeking redress, reporting the case can help CHRAJ and human rights advocates understand how individuals are being discriminated against in Ghana. This can help us keep others from experiencing this sort of discrimination.

### **A court is already considering my client's case, should I still report to CHRAJ?**

Any incident may be submitted through the reporting system. However, CHRAJ is unable to investigate cases currently pending in a court or judiciary tribunal.

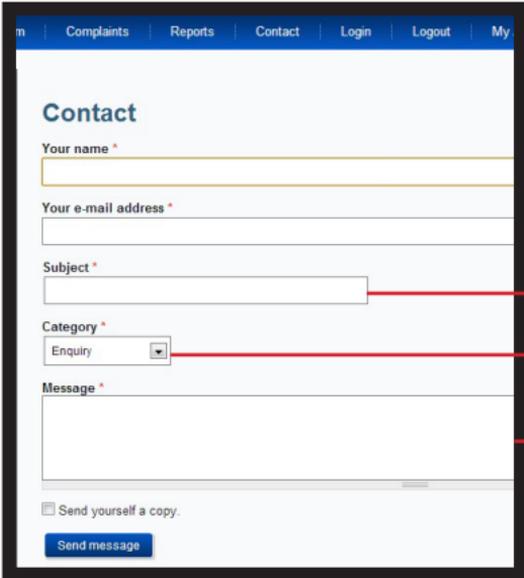


# Contact CHRAJ

## Still have questions? Need more information?

Use the “Contact” page to send a general question to CHRAJ.

*NOTE: Questions regarding specific complaints should be directed to the intake officer assigned (see “Track complaints” in this guide). Questions or problems submitting complaints through the online system should be directed to the CHRAJ IT Administrator, Festus Mensah, at 0244 062600.*



The screenshot shows a web browser window with a navigation bar containing 'Complaints', 'Reports', 'Contact', 'Login', 'Logout', and 'My'. The main content area is titled 'Contact' and contains the following fields:

- Your name \***: A text input field.
- Your e-mail address \***: A text input field.
- Subject \***: A text input field.
- Category \***: A dropdown menu with 'Enquiry' selected.
- Message \***: A large text area for the message content.

At the bottom of the form, there is a checkbox labeled 'Send yourself a copy.' and a blue button labeled 'Send message'.

Red lines with black circular markers point from the following text to the corresponding fields in the form:

- From the first bullet point to the 'Subject' field.
- From the second bullet point to the 'Category' dropdown.
- From the third bullet point to the 'Message' text area.

- Briefly describe the topic of your message.
- Indicate whether your message is an enquiry or feedback on the website itself.
- Type your message in the space provided.

## CHRAJ head office

Old Parliament House, High Street, Accra.

Postal Address: Box AC 489, Accra.

Phone: 0302- 662150/ 664267/ 664561/ 668839

Fax: 0302- 660020/ 668840/ 680396/ 673677

Email: [info@chrajghana.com](mailto:info@chrajghana.com)

