**Institutional Response Concerns Procedure Template**

*This is a suggested internal agency procedure developed by Gender Violence Institute to record, track and respond to concerns about institutional responses to women/survivors.*

When a staff person or volunteer identifies a response problem involving the program, a community agency, system or institution, the policy will be to:

1. Document the problem on the *Institutional Response Concern Tracking Form*.

* Where the source of the information is a battered woman or sexual assault survivor, determine whether survivor wants to be involved with any efforts to participate in the solution.
* Options to consider:
  + Invite her to attend meetings with the involved agency to address the issue;
  + Conduct focus groups to gain more information / identify solutions;
  + Create other opportunities for women/survivors to participate to take action as a group in addressing community response problems.

1. Route the form to the person who has been designated within your agency to keep track of institutional problems (i.e. liaison, coordinator of your Coordinated Community Response, Sexual Assault Response Team, institutional advocate, etc.).
2. The liaison (or other designee) will take the following actions:

* *Where the situation requires an immediate response*, after discussing the situation with a supervisor, secure releases with the woman/survivor if necessary and contact appropriate party in the involved agency for immediate consideration and resolution; \*
* *If the situation does not require an immediate response*, address the issue/concerns at a staff meeting or other meeting to address concerns.

1. At the staff/other meeting, possible avenues of approach include:

* Contact the involved agency for resolution;
* Keep the form on file to see whether the problem is part of a *pattern* that needs to be addressed at a future time. For example, in cases which do not require an immediate response, such as a judge who may have made a disparaging comment about battered women in open court but has not yet demonstrated a *pattern* in this regard;
* Determine who is going to accomplish the strategy and by when.

1. Update "Institutional Response Concerns” Tracking Form to include outcomes and strategies attempted.
2. Keep completed forms on file.