THE HUMAN RIGHTS COMMISSION OF SIERRA LEONE

HRCSL STRENGTHENS COMPLAINT-HANDLING THROUGH STAFF TRAINING ON CASE MANAGEMENT SYSTEM

The Human Rights Commission of Sierra Leone (HRCSL) through its Directorate of Complaints, Investigations and Legal Services, has conducted capacity-building training for regional staff on the effective use of its Case Management System (CMS) in handling human rights related complaints. The training took place on 29th September 2026 in the Commission's conference room and brought together 55 staff, comprising 35 male and 20 female.



Funded by the United Nations Development Programme (UNDP), the training was anchored on the Commission's mandate as stated in Section 7 of the HRCSL Act of 2004, which requires the Commission to "investigate or inquire into on its own or on complaint by any person any allegations of human rights violations and report thereon in writing."

The aim was to enhance the knowledge of staff on the functions and importance of the CMS; to strengthen the knowledge of procedures for receiving and managing human rights related complaints using the CMS; built practical capacity to register and accurately enter complaints into the CMS; promote accurate, timely and consistent case documentation and record keeping; to strengthen the understanding of confidentiality, data protection, privacy and ethical considerations; enhance the ability to generate and utilize case management information for reporting and decision making and promote consistency in case management practices across headquarters and regional offices.



The training adopted a participatory and practical approach, combining theoretical guidance with hands on exercises with participants. They were encouraged to identify challenges and discuss practical solutions within the Commission's established procedures.

Effective case management sits central to the Commission's mandate to provide a structured mechanism for recording complaints, track case progress, document actions taken, monitor referrals and deadlines, and generate reliable information for reporting and institutional decision making.

The training has strengthened HRCSL's staff complaint handling mechanism and improve access to effective human rights protection and remedy at all levels of the Commission. Staff are now capacitated with knowledge and practical skills to register cases, enter accurate information, categorize complaints, update case status, manage supporting documentation, maintain confidentiality, and generate timely reports.

The hands - on training had a positive impact on the Commission's staff by the way they demonstrated their improved knowledge of complaint handling procedures and practical competence in using the CMS, and the ability to accurately register and document human rights related complaint effectively.

The development of the CMS provides an important opportunity to strengthen internal processes and improve workflow.

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