ANNEX B

PROTOCOLS AND PROCEDURES IN HANDLING VAW COMPLAINTS FROM THE COMMUNITY MEMBER

1. If a third-party reports the incident, the VAW Desk Officer should first do the following:

    1.1 check the completeness and correctness of the information. For safety reasons, he/she may ask assistance from the PNP;

    1.2 assess the situation; and

    1.3 oversee the rescue of the victim-survivor and her children, when applicable, to ensure their safety.

2. If the incident is an emergency, take the appropriate course of action and follow the correct process for referrals;

3. Make certain that the victim-survivor is in a stable condition before assisting the Punong Barangay or Kagawad in the interview; and

4. Once the victim-survivor has been taken into the protection of the barangay, observe the steps of the interview process as well as the following procedures:

    4.1 Inform her of her rights and the available remedies, especially with regard to the BPO;

    4.2 If the victim-survivor decides to obtain a protection order, immediately assist her in filing for an application for BPO. Where possible, accompany the victim-survivor in filing an application for TPO/PPO in the appropriate court;

    4.3 Get her to a safe shelter, or, if she requests to stay with her relatives, provide assistance in facilitating her transfer;

    4.4 Record the incident using the Intake Form; and

    4.5 Report the incident within four (4) hours after it happened to the PNP and to the C/MSWDO, and even after the four-hour period has elapsed.