



# The Stakeholder & Grievance Engagement Tracker

Operationalizing accountability: A 10-tab workbook and reporting script for E&S site teams.

[SYSTEM\_STATUS: ONLINE]

**Sociable Systems**

*The Sentinel's Toolkit for E&S site teams*

# The Baseline Reality: Fragile Systems and the Liability Sponge

## THE BROKEN SPREADSHEET

	A	B	C	D	E	F	G	H	I	J
1										
2					?	?		▲ ERROR		
3					?	?				12572
4				ERROR		ERROR			?	2 3
5					?		?	▲ ERROR		
6		▲		ERROR	?	2	?			2
7			ERROR	ERROR	?	?			4	1 3
8			ERROR		?		2656	0	4	2 1 0
9		▲	ERROR		?		2577	0	3	2 0 0
10	VTFX			ERROR		4	0		34	
11		?	?	?				ERROR		
12		?	?	A	2	355				
13										
14										
15						WT	950		ERROR	ERROR
16					?					



Everyone runs PS1 on a different, patched-together spreadsheet. When the liaison officer goes on leave, the system breaks. Site teams lose weekends formatting data for reporting, while new hires inherit an empty grid instead of an operational baseline.

## THE LIABILITY SPONGE

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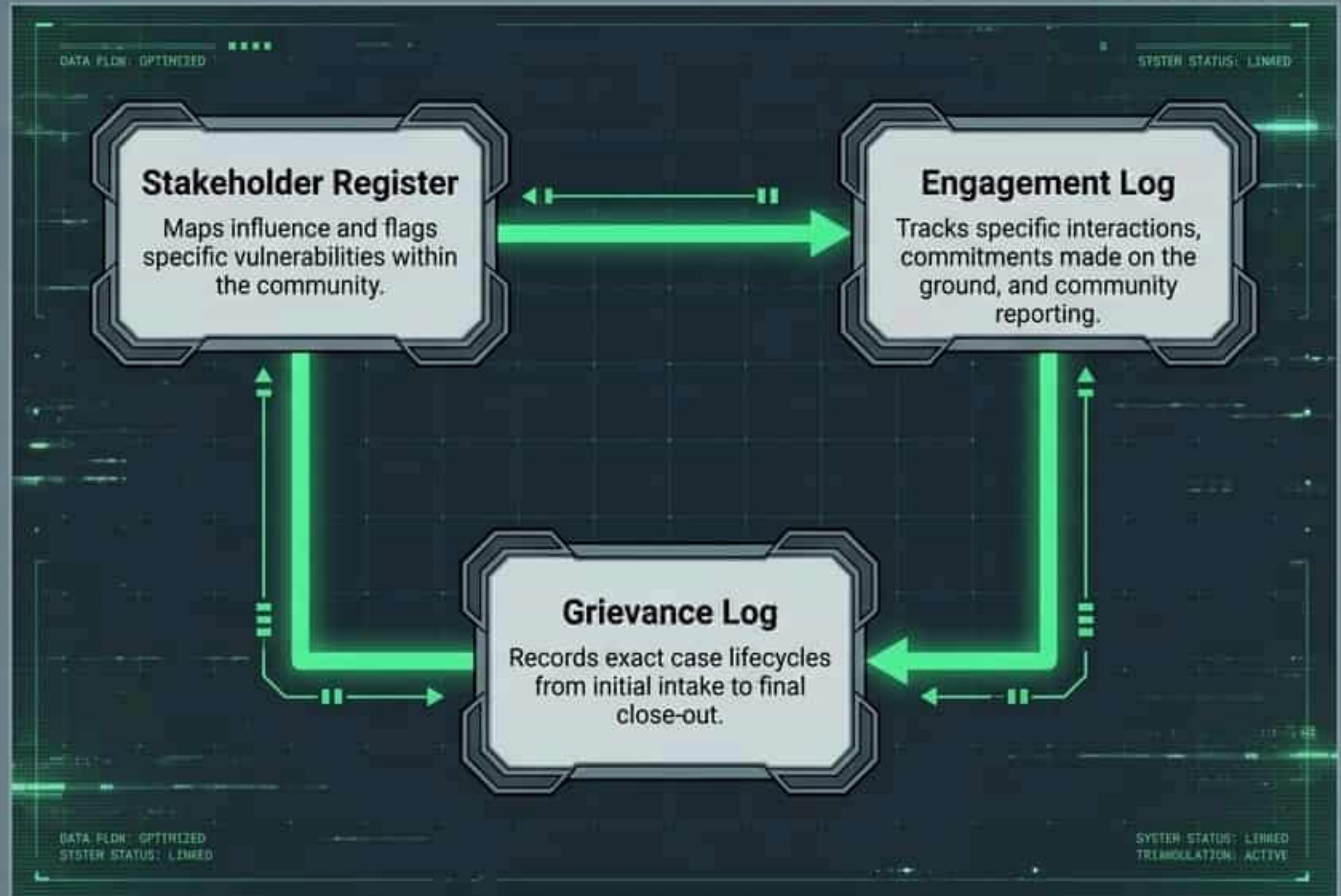
In an era of automated compliance, the frontline worker absorbs the risk. "Black box" AI offloads legal and moral liability onto practitioners, trapping them in a cycle of "accuracy theater" (e.g., 94% accuracy claims) where systemic failures become personal faults.

# The Paradigm Shift: From Scapegoat to Sentinel

	 <b>Status Quo (The Liability Sponge)</b>	 <b>Sociable Systems Tracker (The Sentinel)</b>
<b>System Architecture</b>	Fragmented patches & API black boxes.	10-tab integrated workbook & verifiable Python scripts.
<b>Error Handling</b>	Silent failures unnoticed until audit.	12 explicit 'Stop Work' guardrails and pre-action constraints.
<b>The AI's Role</b>	The Decider (unreviewable outputs).	The Sensor (triage, translation, and pattern-spotting).
<b>The Human's Role</b>	Liability Sponge (forced to defend the machine).	The Sentinel (explicit 'Stop Work Authority' over social data).
<b>Auditability</b>	Algorithmic opacity.	Non-optional, explicitly disclosed audit trails.

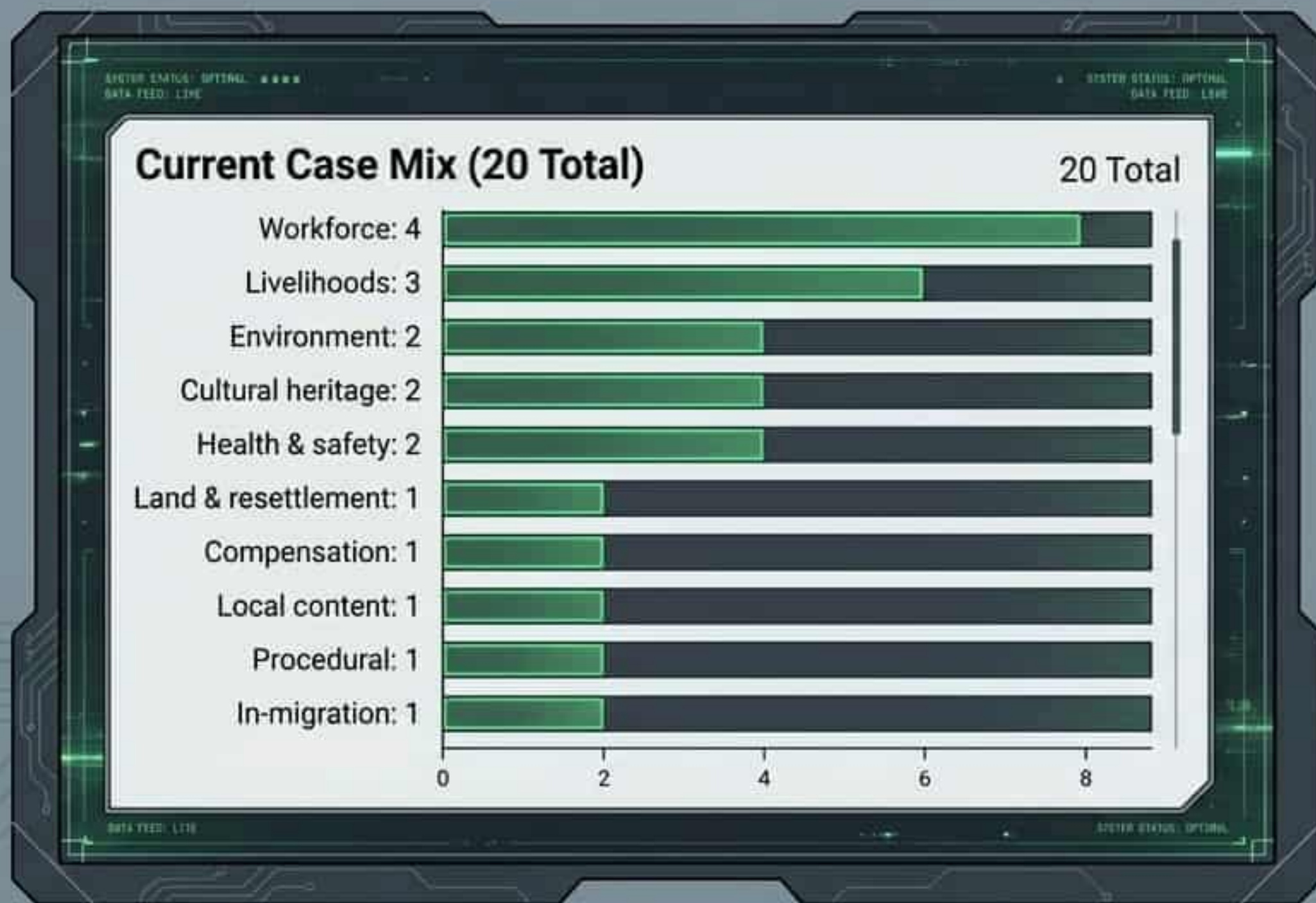
# The Relational Data Web

The structure fundamentally forces relational data. Grievances cannot exist in a vacuum; they must tie back to logged engagements and known stakeholders.



# The Tactical Dashboard: Immediate Operational Clarity

12 KPI cards and 5 dynamic charts that auto-update directly from the source tabs.



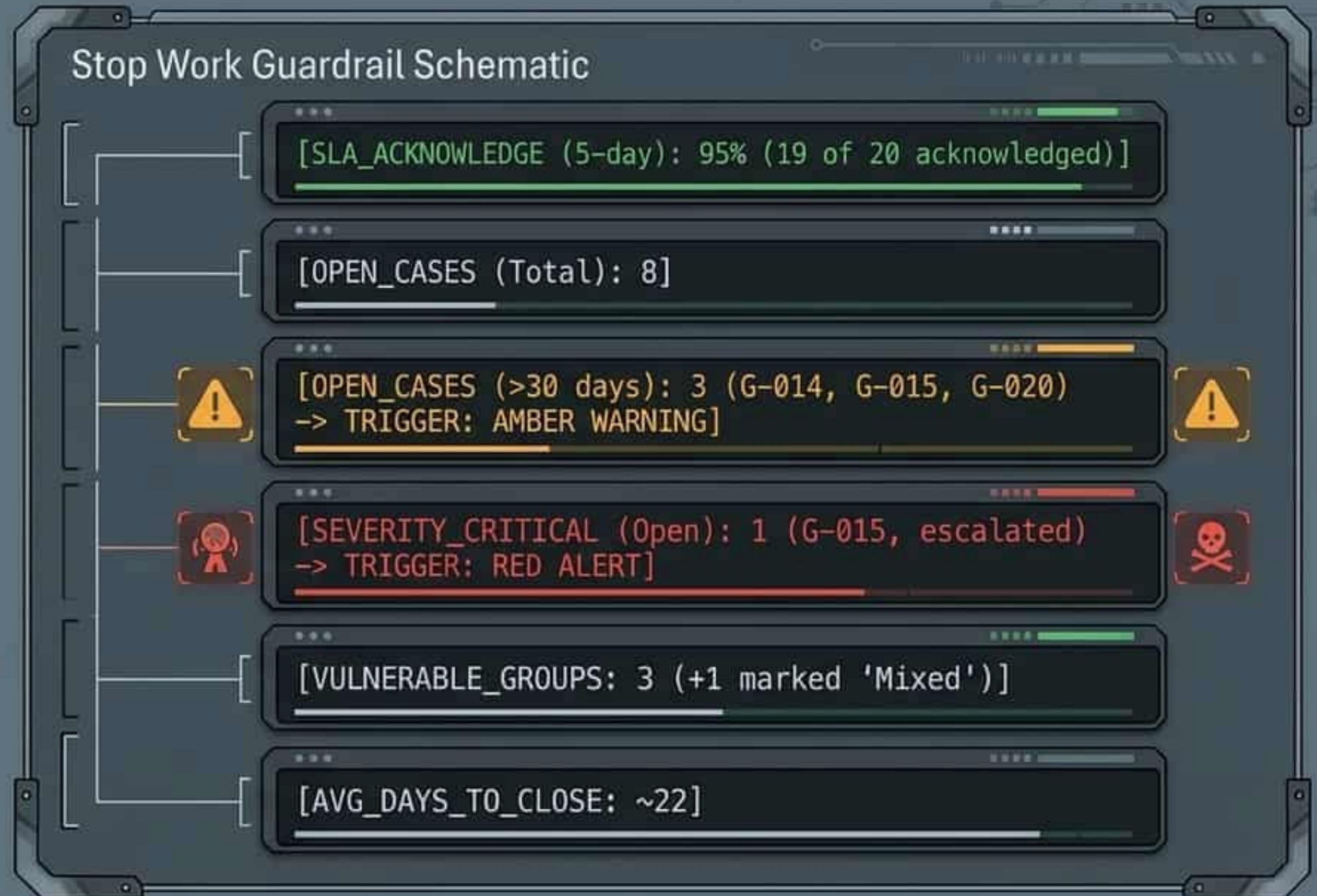
[PROTOCOL-RESTRICTED HANDLING]

**GBVH: 2 cases.**

*System Note: GBVH data is shown as aggregate counts only on the main dashboard. Case-level detail stays restricted per GBVH SOP.*

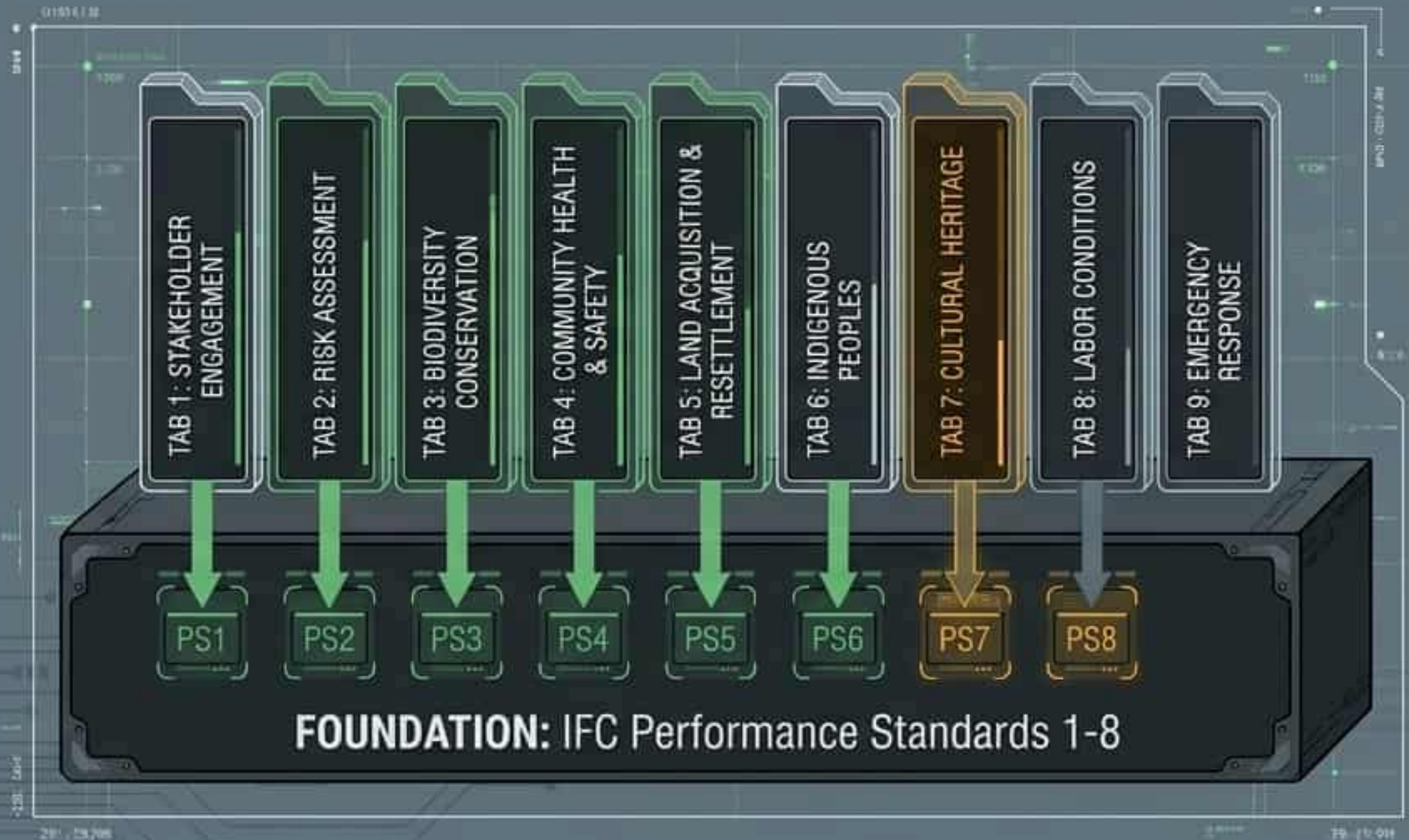
# Pre-Action Constraints & Guardrails

12 named guardrail formulas constantly monitor operational health. They act as automated 'Stop Work' triggers, specifying exactly what to do if a threshold is breached.



# IFC Performance Standards Crosswalk

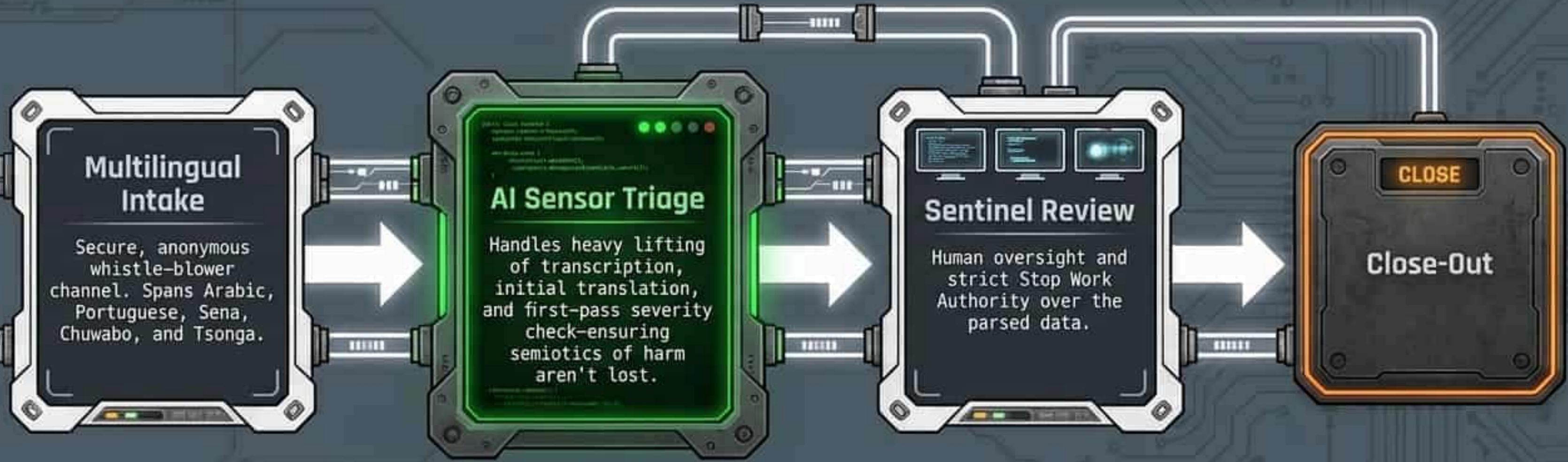
Built-in, column-by-column mapping of every tab to IFC Performance Standards 1 through 8. Standardized and audit-ready.



## ⚠ The Radical Honesty Caveat


System Boundary Warning: PS7 (Indigenous Peoples) requires highly specific, dedicated mechanisms. This kit is a foundational tool; it is not sufficient on its own for full PS7 compliance.

# GrieVoice: The Multilingual Intake Pipeline



THE AUDIT RULE: Every AI interaction is explicitly disclosed in the immutable audit trail.

# Synthesis: The Algorithm Audit Ledger



[AI\_ASSIST\_USED: YES]

## The Core Philosophy

AI doesn't run the grievance mechanism; practitioners do.

We reject 'accuracy theater.' True operational efficiency comes from transparently acknowledging AI assistance, not hiding it behind a black box.

## Where AI Earns Its Place

Transcription, translation triage, and pattern-spotting across volumes of data a human simply couldn't read in real-time.

## Hardcoded Transparency

Non-optional "AI assist used" column required on every single row.

**Current Dataset Example:**  
AI-disclosure rate is securely tracked at 35% (7 of 20 cases).

# The Companion Script: Calvin-Compliant Automation

A dedicated Python script reads the workbook instantly via a simple double-click .bat execution. It adapts to your security environment:

CLI

```
C:\> generate-reports.py --execute
```

[NO API KEY DETECTED]

Works perfectly offline. The script template-fills sections marked with an explicit tag:

[AI-DRAFT, NEEDS PRACTITIONER REVIEW]

```
<Injection>(comment): {
  codes: ... responsibility:
    [AI-DRAFT, NEEDS PRACTITIONER REVIEW]
}
```

[API KEY DETECTED]

Narrative sections become intelligent model drafts, but remain strictly flagged for mandatory human review and sign-off.

```
<Injection>(comment): {
  codes: ... responsibility:
    [AI-DRAFT, NEEDS PRACTITIONER REVIEW]
}
```

# One Run. All Deliverables.

A single double-click execution of the companion script transforms raw relational data into a complete suite of audit-ready deliverables.

Companion Script Execution  
STATUS: ACTIVE

Quarterly DFI / Lender Report  
(.docx)

Annual Corporate Report  
(.docx)

Auditor Pack  
(.docx - generates a per-case evidence trail)

Consolidated Profiles  
(.docx - one comprehensive profile per stakeholder)

Dynamic Risk Register  
(.xlsx)

# Tactical Deployment in 20 Minutes



# Built by Practitioners. Built for the Frontline.

Liezl Coetzee · Sociable Systems

***25 years in high-stakes  
social performance data  
management***

***Philosophy: Partnership  
at point of contact.***

ACCESS & PROCUREMENT TIERS:  
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- Custom-fit enterprise build

[sociable.systems/library/engagement-tracker](https://sociable.systems/library/engagement-tracker)