

## What is this document about?

- This document contains **guidance and materials on how to engage with community feedback mechanisms.**
- **We are accountable to the people we assist.** Promote safe, transparent and accessible feedback mechanisms and ensure that **all programme participants know about them and can effectively use them.**

## Key messages to convey

*Explain:* If you have feedback or concerns you would like to share with us or other project partners, you have the right to contact us - safely and without fear of retaliation. Feedback or complaints help improve the programme for all!

Remember:

- **Raising feedback or concerns is safe and confidential.** Reports can be done anonymously if you choose. NB: it may affect our ability to follow-up on the issue.
- Raising concerns **will not affect your eligibility for assistance** (*current or future*)
- **Support is available:** We will connect you with the right experts for different types of issues.
- **Choose the feedback and complaint channel that works best for you:** Use any complaint mechanism that is safe and accessible to you. *Note to facilitator: tell people about available/appropriate channels, [e.g. choose from a selection: complaint boxes, toll-free hotlines, community feedback sessions, WhatsApp/SMS numbers, and in-person reporting at designated centres].*
- **There is zero tolerance for misconduct:** Violence, including [sexual exploitation and abuse](#) and fraud/corruption – no matter who is involved (humanitarian/development actors/NGO partners or [financial service providers](#)) - **must be reported immediately.**



## How do you voice your feedback/make a complaint?

**1... Use the feedback and complaint channel that works best for you:** Various channels are available

*[Note to facilitator: ask participants who remembers them? Reiterate available/appropriate ones; use visual and explain where to find the information/ how to access them].*

**2... Provide details that you are comfortable sharing:** Share what happened, when, and where. Try to be as clear as possible and stick to facts (don't make assumptions!). If you need immediate help/if someone is in danger, ask us for help!

**3... Ensure confidentiality:** Any sensitive/private information will be handled with care. Remember: you can always choose whom to disclose to and how. If you share concerns involving others, **keep their information safe**, do not gossip and only share the minimum of information required.

We will connect you with those who have more specialized knowledge on different types of issues, where we can. You can also request updates on your report.

*Ask people if they have any questions. Make sure everyone has understood and offer more opportunities to ask questions on the topic later on. Try to answer every question. If you don't know – note it down and answer it at the next opportunity.*

## Tips for session facilitators:

- Ensure accessibility: It is best practice to provide various **community feedback channels**, they **must be free**, easy to use, and available to all, including **persons with disabilities** and those with limited literacy (use visual aids, such as posters, T-shirts with hotline numbers or audio messages).
- Be clear about processes and referral pathways: Before the sensitization session, **make sure you know the process for handling complaints & feedback very well and have referral information at hand.** People may share cases with you just after the session. Refer also to **informing communities about their rights**
- Maintain a **safe and calm space where individuals feel comfortable sharing concerns.**

For more information, explore the resources on [Community Feedback from the IASC.](#)

