FEEDBACK AND COMPLAINTS: MESSAGES

LAST UPDATE: APRIL 2022

Inviting feedback

We welcome feedback on your level of satisfaction with the quality and effectiveness of the assistance received. Contact [insert contact details or explain other means of feeding back].

Inviting feedback

We want to know your experience of [insert name of humanitarian agency] or of the wider humanitarian response on the assistance you have or have not received. This will help us to improve our services.

Commitments on staff behaviour

Our staff are obliged to treat with people respect and not to exploit, abuse or otherwise discriminate against people. You can expect that the organisations assisting you and your community are managing resources responsibly for the benefit of the community. If our staff behave inappropriately towards you or someone else, or you think that resources aren't being well managed you should [insert details of mechanism to raise issues].

Organisational commitments

You should know your rights and entitlements in relation to assistance, have access to information and be able to participate in decisions that affect you. For information on these elements contact [insert details, e.g. information desk].

Complaints are welcomed and addressed

A safe and responsive mechanism to handle complaints about programmes, inappropriate behaviour, sexual exploitation and abuse, and other abuses of power is in place. To raise a concern or provide feedback [insert details]. This will be followed up within [insert number] days and you will then hear back about what action has been taken.

TIPS

- Tell people how to complain and that it is their right to do so.
- Make access to the complaints process as easy and safe as possible.
- Describe how complaints will be handled.
- Give complainants a response to their complaint.
- Learn from complaints and mistakes.

WWW.CDACNETWORK.ORG/MESSAGE-LIBRARY

REFERENCES

For more information on this topic, we recommend you read the following references.

Core Humanitarian Standard (2015). **Core Humanitarian Standard on Quality and Accountability**
https://corehumanitarianstandard.org/the-standard/language-versions

Emergency Capacity Building Project (2007). **Good Enough Guide: Impact Measurement and Accountability in Emergencies** (Tool 12)
www.alnap.org/help-library/good-enough-guide-impact-measurement-and-accountability-in-emergencies

ALNAP (2014). **What makes feedback mechanisms work? Literature review to support ALNAP-CDA action research into humanitarian feedback mechanisms**
www.alnap.org/help-library/what-makes-feedback-mechanisms-work-literature-review-to-support-alnap-cda-action

ALNAP (2014). **Closing the loop**: **Effective feedback in humanitarian contexts**
www.alnap.org/help-library/closing-the-loop-effective-feedback-in-humanitarian-contexts

HELP US KEEP THE LIBRARY UP TO DATE

If you would like to contribute to topic reviews, have found a message that needs greater clarity, or wish to create a new topic, please contact us at info@cdacnetwork.org.

www.cdacnetwork.org/message-library