**January 2019 MEL COP-Feedback and complaints mechanisms (Asia Pacific session)**

(33 Participants)

**HUM MEAL Working Group**-Need to develop more resources, tools, guidelines

* Action Items: **Looking for people to join**:
  + Humanitarian MEAL reference group-share ideas from CO, resources, review materials
  + Humanitarian MEAL working group- regional or HQ role-20% LOE needed

The HUM MEAL Working Group wanted to **focus first on feedback and complaints mechanisms** based on the CHS scores on commitment 5-lowest score that CARE received (1.4 out of 5)

Where we can improve is asking participants what types of mechanism they would prefer to use and which ones they trust in, inconsistent systems across CARE, design issues (having various channels), inconsistent management and documentation to report and understand type of complaints managed and their status

More on CHS indicators: <https://corehumanitarianstandard.org/resources/chs-guidance-notes-and-indicators>

HUM MEAL working group started work on a practical guidance package

Part of MEL minimum package

**What types of feedback and complaints mechanisms are you currently using and for what purpose?**

Examples from colleagues:

From BorinaM for **Cambodia**:

* Cambodia have suggestion box.

From Mustafa.Taheri and Shahmahmood.Wahab for **Afghanistan:**

* Besides the complaint box, hotline and face to face discussion we newly started implementing Awaaz Afghanistan (led by UNOPS). The mechanims in place are used for staff and beneficiaires
* currently using compliant handling mechanism that manage by community people, they collect the information and share with CARE staff.
* collecting the information directly from beneficiaries during monitoring visit and distribution of assistance.

From sazidur.rahman and Safwat Hossain for **Bangladesh:**

* we use key stone accountability tool
* We have suggestion boxes, feedback/complaint recording format, info hub to collect feedback/complaints at camp level, we have central Sr. MEAL officer dedicated to collect, analyze and maintain the communication channel, hotline number, PNGOs coordination from their channel
* We have also PDM checklist where we put questions on accountability, in all other study - endline, baseline we try to collect their satisfaction level
* We have posters, and partner stickers with hotline number to collect FC, we have hanged them in different locations - inside WFS, Info hubs, camp offices etc.

From Zahid and Adnan Adnan for **Pakistan:**

* In Pakistan, we have established community based complaint mechanism which allow every to register complaint

From Judith for **Tanzania:**

* For Go green in Kilimanjaro-Tanzania we are using FGDs for VSLAs

From Madhav for **Nepal:**

* we are practicing FCM through three ways: complaint handling system (suggestion boxes, hotline telephone, email and web) for unsolicited complaints & feedback, public hearing & audit and constituent voice method for solicited feedbacks
* 3 categories of feedbacks and complaints: 1) sensitive complaints, 2) program related complaints, 3) Appreciation, queries, acknowledgement. #1 go straight to a committee including SMT, #2 go to program team, #3 is not answered but taken into account

From S M Maqsood Kabir and Agnes Neray for **Timor-Leste:**

* experience with introducing complain from community (impact group) to a dedicated phone number. We centrally record those complaint and review, analyze and get back to the community with response
* also experience in getting complaint through community meeting
* We use suggestion box and beneficiaries can give feedback/complain personally during the monitoring visits
* experienced to conduct project progress Review workshop at community level and also district/municipality level where discussed about the commitment CARE given at the beginning and what are the progress, what challenges faced and plan for next. We do it six monthly.In Timor-Leste, not only receives the complaint, we do also receive recommendation for improvement of our initiatives
* also introduced system that during response activities (El-Nino 15/16 response) we placed a banner with the list of items to distribute which helps to beneficiaries to receive exact quantity and number of the items.
* Disaster READY Project is planning to develop some strategy to get complaint and feedback specially from women, people with disability and Children.

From Muhudin H Abdullahi for **Somalia:**

* we used different based on the communities preferred mechanisms. most used mechanisms are suggestion box at the health, schools, offices facilities, CRM forms for filling during field work, hotlines, posters etc

From HaThiKimL for ?:

* Apart from using Household visit/face to face/Feedback and Complaint box and hotline we also used KOBO to get feedback and complaints from people in community through Post Distribution Monitoring.

From Uwe (CEG) about **Philippines:**

* In Philippines feedback comes often through Radio shows where people can call in

From Dientje about **PNG and Vanuatu :**

* Interesting exchanges of lessons learned on FCM for El Nino response

**FCM detailed presentations** from :

* CARE Nepal (see PPT)
* CARE Bangladesh (see PPT)
* CARE Australia (no PPT)
  + Capacity at CARE Australia HQ to support (remotely or in country) FCMs in humanitarian responses
  + Mainly drawing on experience and guidance from other parts of CARE (especially regarding minimum standards) or other organisations
  + Where CARE Australia has development programme staff focusing on M&E they have often little knowledge and expertise for FCMs and thus need basic, simple / concise / super practical guidance on FCM at the start-up of a humanitarian response
  + Regional Learning across similar contexts: Papua New Guinea – El Nino response team getting support from Vanuatu staff having worked on FCM during Cyclone Pam response considering similarities: remote areas, low literacy levels, low availability of mobile phones, many different languages, face-to-face mechanisms, gender and social dimensions and dynamics
  + Introduction FCM by Implementing Partners (e.g. Fiji/Tonga): sensitizing, build capacity – but need to formalize commitments regarding Accountability to Affected People including FCM.

**Reflections on the presentations, questions and discussions**

* How do you get the complaint and feedback from **women, people with disability and children**?

Disaster READY Project is planning to develop some strategy to get complaint and feedback specially from women, people with disability and Children. if any Country have any system already please do share with us.

* Constituent Voice method in Nepal + Need assessment survey carried out with different sub groups- women, men, children and vulnerable ppl including pregnant and disabled
* House to house surveys in Bangladesh and PNG to reach women and people with disabilities
* Do you have example of **digital tools** used to collect, manage and analyze feedbacks and complaints?

Does anybody have the experience of using mobile application for FCM?

* yes you can use KOBO or ODK Mobile tools for FCM
* How to manage feedback sessions particularly when affected population **seeks more support** to recover from the shock ?
* Bangladesh: share information in coordination meetings with other NGOs (cf CHS commitment about referral). Be honest with communities about limitation of your budget, while ensure flexibility of your existing budget with donors to adapt when necessary and possible
* Is there any difference in between collecting complaint and feedback in an **open forum and individual** through different channel? In an open forum, people may not feel comfortable to speak up.
* most of the beneficiaries are not comfortable giving their complaints/feedback in an open forum. So suggestion boxes, telephone hotline and help desks will be perfect for them
* in Nepal, we general seek general complaints and feedback on specific service quality and quantity issues at open forum so that we can improve our service performance. where as hotline, suggestion box we provide opportunity to people for their specific grievances and dissatisfaction towards project and staff behavior
* it is crucial to have several mechanisms in place to ensure people can choose the channel they feel more comfortable with. We have the example of conducting house to house survey to reach women and marginalized people in Bangladesh
* Is there anyone have any experience to **link government** into this FCM process?
* Nepal: local government officials are invited to the Public Hearing and Public Audit session so they can hear and respond to the feedback and complaint. In some localities, they even replicated our suggestions boxes
* for my experience while working in Nduta,Mtendeli and Nyarugusu refugee camps we were linking the government trhough friday information meetings where all NGOs meet
* Do we consider **Media reports** (Negetive/Positive) into our FCM?
* for me if media report is the way for us to get feedback and complaint it means the other channels were not really effective to get the information to us directly from the communities. but I realise local newspaper agencies might have contacts that we haven't had the chance to build (yet)
* In Philippines feedback comes often through Radio shows where people can call in
* Anyone having experience with **transitioning FCM from development to humanitarian** program and vice versa?
* in CARE Nepal is starting to replicate FCM to development program based on our learning from humanitarian program.
* experience also in Bangladesh (sazidur.rahman)
* How can we undertake **advocacy** effectively to influence the **donor** those have committed for grand bargain workstream **to invest in forward accountability**? Local organizations working in sector of humanitarian sectors need support to strengthen their capacity to establish robust complaint handling mechanism
* I would be interested in hearing from country offices some **key examples of common feedback or complaints** and how we have addressed these.
* What should be the **time line** to collect feedback, when we implement 2-3 month short term recovery program?
* Any example of how **feedback used to change** the way we help affected population?
* Im also interested in **other staff views and their commitments to this**. Do you find your colleagues are on board with this? Or does it need some "pushing"?