Does your organization meet these minimum standards for complaints & feedback?

Framework

The organisation has a formalized complaint & feedback management system in place.

1	The Director/Executive ensures a written complaint & feedback management policy is produced, reviewed by a technical specialist, and members of the board (where relevant) and is approved in line with global standards.	**Yes/No**
2	The Director ensures that safe, accessible and confidential procedures are in place within the policy for sensitive information (fraud, sexual exploitation and abuse)	**Yes/No**
3	Resources needed to set up, operate and maintain the system are budgeted for, or included into future proposals.	**Yes/No**
4	Complaint-handling roles are assigned and communicated to the program staff.	**Yes/No**
5	The complaint & feedback management policy is formally reviewed based on the feedback from affected communities and an assessment on how it is working in a set period of implementation.	**Yes/No**

The safety of the complainant and those affected is prioritized at all stages. (CHS)

https://www.chsalliance.org/

6	All staff members are oriented to organizational and Inter-Agency mandatory reporting requirements. **(link here)**	**Yes/No**
7	Staff understand how to redirect allegations of code of conduct violations and these are redirected to the designated authority within 24 hours.	**Yes/No**
8	Only trained and comitted staff should respond to allegations of sexual exploitation and abuse (PSEA), noting that there is a need to limit the number "of specifically appointed" staff with whom sensitive information is shared.	**Yes/No**

Core standards

Complaint Handling

9	All staff are trained on the principles of accountability and the organization's complaint & feedback mechanism.	**Yes/No**
10	All staff members should receive the complaint & feedback management policy, including any updated versions.	**Yes/No**
11	Information on right to complain and provide feedback, how and where is regularly provided to stakeholders and communities. This can be through information sessions, during program activities, posters, leaflets.	**Yes/No**
12	Information on your organizations standards for professional conduct is provided to stakeholders.	**Yes/No**
13	Information is made available in context-appropriate languages, formats and media to ensure it is accessible for women, men, children, persons with disability, and illiterate persons	**Yes/No**
14	Entry points for providing a complaint or feedback are designed in participation with women, men, children and persons with disability to ensure accessibility for all and preserve confidentiality.	**Yes/No**
15	Community expectations are managed through clear communication on the type of information accepted (sensitive and/or non-sensitive)	**Yes/No**

Complaints are managed in a timely, fair and appropriate manner. (CHS)

16	Designated focal points who proven integrity, objectivity, ability to maintain confidentiality and fluency in communicating with different communities for complaint & feedback handling are in operation.	**Yes/No**
17	Stakeholders are consulted prior to the design of the CFRM; and at least two access point channels are selected and designed to allow meaningful and confidential access as a result of the consultation.	**Yes/No**
18	Staff members are trained on how to assist people to report a complaint or problem, or to provide feedback.	**Yes/No**
19	Standard time-frames and deadlines are specified for both the acknowledgment and closure of the complaint.	**Yes/No**
20	Monthly reports are generated on the number of complaints/feedback received with the analysis of the typologies cases were received on and the time-frames in which cases were dealt with.	**Yes/No**

21	Information on other services and service providers is available and program staff receive up to date mappings of services and complaint and feedback mechanisms.	**Yes/No**
22	No referral is made without the consent of the complainant. With the Option for the complainant to remain anonymous.	**Yes/No**
23	To the best of ability all complainants are notified and given an explanation of the decision made regarding their case.	**Yes/No**
24	To the best of ability all complainants are informed of the right to appeal	**Yes/No**

Records & Data

Recordkeeping is systematic, and records are maintained, up to date and accurate.

25	Only the minimum information required to conduct the complaint or to provide feedback is collected, as specified in the policy.	**Yes/No**
26	Any category, priority and sector classifications are applied to each 'record', as specified in the policy.	**Yes/No**
27	Non-identifying information is analyzed, and trends are discussed or reported on a quarterly basis to feed into learning of stakeholder needs and programme adaption.	**Yes/No**

Risks

Privacy and confidentiality are valued, and personal information is responsibly collected, used and protected.

28	Access to and use of complaint records is by authorization only. Information is password protected.	**Yes/No**
29	Complainants are told of the organizations confidentiality policy, and they are asked if they consent to give personal information and understand how that information will be used.	**Yes/No**
30	All staff collecting information are trained on safe referral and identification protocols.	**Yes/No**

If your organization does not meet these minimum standards please take steps to review your complaints & feedback mechanism. If your organization needs support please email the sector coordinator in your area, and the Inter-Agency coordination, **lebbeia@unhcr.org**