**CCCM MINIMUM STANDARDS FOR COMPLAINTS AND FEEDBACK MECHANISM IN CAMPS AND CAMP LIKE SETTINGS IN IRAQ**

**Objectives**

Beneficiaries and stakeholders can register feedback and complaints in relation to implementing agencies decisions, programmes and services that are made available to the beneficiaries. Relevant stakeholders would be provided with the mechanism through which they can systematically and effectively review and follow up on community feedback and complaints in accordance with agreed standard operating procedures intended for this purpose.

The overall goals of the complaint and feedback mechanism are:

* To provide timely and protection-sensitive solutions to “eligible” complaints and feedback communicated by the IDP community;
* To enhance community participation and ownership of project design and implementation pertaining to the services in the camp.
* To ensure quality of services in accordance with humanitarian principles and international standards (HAP, SPHERE, protection standards, AGD approach)
* To enable displaced populations to hold those who are providing them services and assistance to account

The specific objectives are:

## Informed by age, gender, disability and diversity consideration, ensure transparent and adequate access of all beneficiaries to project/programme-related information;

* Ensure responsiveness to potential implementation issues as identified by target communities;
* Respond to individual complaints;
* Ensure accountability and transparency in every action by the service providers

**Key Principles**

The Feedback mechanism should be implemented by the nominated agency (ies) and would run according to the following key humanitarian principles and international standards (HAP, SPHERE, protection standards, AGD approach)

**Before implantation of a CFM, an SOP must be created[[1]](#footnote-1), all CFM staff must be trained, and relevant linkages must be made with key stakeholders – ie protection referral mechanisms, and wider sensitization of stakeholders and camp populations must take place.**

*2.1. Complaints & Gender*, Disability and Elderly

Any complainant has the right to request that any contact or interview be with a staff member of the same sex or that people with disabilities and elderly have equal access. The nominated agency should attempt to be pro-active in this policy and provide same-gender contact where appropriate but also to the extent possible to guarantee equal access. The nominated agency should pay particular attention to facilitating complaints from women and girls, boys, disabled and elderly and to protecting their contact details as they are considered vulnerable groups.

*2.2. Feedback or Complaints:*

* Requests that demands actions/follow up are regarded as complaints and as such will initiate the handling mechanism, otherwise, in case the requests do not demand a follow up they will be accounted as feedback and will therefore, receive a standardized response by the nominated CFM agency(s) (to be defined in collaboration with protection actors as according to the context).

*Confidentiality*

* All complaints should be treated with appropriate levels of confidentiality including the necessary data protection mechanisms (password protection, no sharing of databases, no sharing of non-anonymised data) in accordance with IASC, SPHERE, Protection cluster guidelines.
* In general, complaints are to be recorded only by the nominated agency’s internal use and only authorized staff should have access to the data base.
* The submission of a complaint under the criteria of this procedure does not pre-empt the complainant from pursuing legal recourse.
* The camp population have the right of remaining anonymous during the complaints process should they wish to do so and should be duly informed about this option. Informed consent should be obtained to share complainant’s personal data with relevant stakeholders.

The agreed CFM implementing agencies are required to provide information to the camp community pertaining to the confidential nature of the complaints procedure and the right to on submit anonymous complaints; ie CWC partners to proactively publish the methods of compliant and principles at key locations (distribution points, CM office, security/entrance points)

**Structure of complaint and feedback mechanism in the camps**

A successful CFM should have multiple channels by which beneficiaries can engage with relevant actors, to ensure that all persons irrespective of age / gender and vulnerabilities can access the CFM.

The Complaint and Feedback mechanism can consist of the following components:

* *Complaints desks*: the camp management agency could run a complaint desk, situated in a private space, preferably at a distance from camp management office, however in a safe location and easily accessible by all residents of the camp. The feedback and complaints will be received, recorded and processed by the designated Accountability Officer[[2]](#footnote-2) as per the Terms of References (ToRs).
* **Mobile teams -** that tour the camp on a agreed regular basis to visit IDPs families in their homes / community and collect questions, feedback and complaints.
* *Complaints boxes:* Should be located next to camp information boards and other adequate locations throughout the camp as defined by the camp context (most appropriately near common service provision locations utilized frequently). Complained boxes should guarantee equal access and availability to youth, disabled and elderly residents. They should be locked and opened by two designated CFM staff members on a weekly basis (preferably by different sectors – ie CCCM and Protection actors).
* *Email*: nominated agencies can maintain dedicated e-mail boxes for receipt of complaint and feedback
* Internet messaging applications: Such as Whattsapp or Viber dedicated accounts for receipt of complaint and feedback
* *Telephone*: A helpline through which beneficiaries can address feedback and complaints can be established by the camp-managing agency (IDP Call Centre)

All of the aforementioned methodologies should be inclusive of National FAQS provided by the CCCM cluster, available to enable clear messaging to complainants, and increase “on the spot” resolutions.

**\*\*Note – whilst all components can be considered, it is integral to the success of a CFM that modalities used are contextually appropriate to the target population. For example in areas of low literacy, complaint boxes are not suitable as the primary modality. \*\***

The nominated focal point – normally the Accountability Officer would be responsible for running the complaints desks and liaising with the hotline; gathering information from complaints boxes and meetings with community; maintaining the Complaints Registration Database; following up actionable complaints and feedback to beneficiaries, and if necessary establishing referral mechanisms with partner organisations; and providing regular reporting and feedback to Camp Coordination, Camp Management, field staff, CWC and Protection.

In general, feedback and complaints will be registered using a standard complaints form; the form should be made available in the relevant local language spoken by the camp community. All complaints received should be recorded, reference/ unique number, categorized and tracked via a Complaints Registration Database by the nominated agency[[3]](#footnote-3).

The nominated agency(s) must ensure that the target population have been sensitized to the purpose of the complaints feedback mechanism – its purpose, what is covered under the mechanism and how to access it.

## 6. Handling complaints containing allegations of fraud, corruption, exploitation and abuse on the part of camp actors

Within the accountability framework, CCCM should maintain a zero tolerance policy on fraud, exploitation and abuse. All complaints containing allegations of fraud corruption, exploitation and/or abuse[[4]](#footnote-4) by the camp actors should be referred immediately to the relevant CCCM / Protection Cluster Focal points as relevant[[5]](#footnote-5).

* Complaints or information concerning possible fraudulent and/ or corrupt activities by UN/ NGO staff members should be brought to the attention of **CCCM / Protection Cluster dedicated Focal points** as relevant.
* Complaints or information concerning possible complaints or information concerning possible fraudulent and/ or corrupt activities by staff members of other (NGO) camp actors should be brought to the attention of **CCCM / Protection** as relevant.
* Complaints or information concerning possible fraudulent and/ or corrupt activities by the government actors / authorities should be brought to the attention of the **line Ministry, CCCM and Protection cluster dedicated focal points as relevant.**
* Complaints or information concerning possible fraudulent and/or corrupt activities by members of refugee and/or host community should be brought to the attention of **CCCM / Protection** as relevant.

***The Complaints Mechanism will refer SGBV complaints or other protection related complaints to the most relevant Protection actor*** *– based on an agreed referral mechanism, insuring confidentiality and sensitivity.*

**References and More Information to be found at:**

<http://cmtoolkit.org/documents/>

<http://www.globalcccmcluster.org/>

<http://www.globalcccmcluster.org/tools-and-guidance/publications/camp-management-toolkit-2015>

<http://www.transparency.org/whatwedo/answer/good_practices_in_community_complaints_mechanisms>

<http://www.transparency.org/files/content/corruptionqas/Complaint_mechanisms.pdf>

<http://www.frontlinesms.com/wp-content/uploads/2013/12/pubform.pdf>

1. SOPs should be reviewed by relevant CCCM, and Protection cluster Focal Points before the start of implementation of the CFM. [↑](#footnote-ref-1)
2. Or similar [↑](#footnote-ref-2)
3. Iraq should aim to have a standardized complaints repository framework – to enable increased accountability, coordination and advocacy. [↑](#footnote-ref-3)
4. SEA – should be referred to the official mechanism for reporting SEA in Iraq – PSEA network. [↑](#footnote-ref-4)
5. These focal points will, were relevant contact the National focal point of the relevant agency [↑](#footnote-ref-5)