



Beneficiary Feedback and complaint Mechanism

Developed & Prepared

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DAID Beneficiary Feedback and complaint Mechanism

1- Complaint and Feedback Mechanism overview

Accountability to beneficiaries and communities we work with is one of the core values of Developmental Aid organization. To demonstrate this organizational value in practice DAID has established Complaint and Feedback Mechanism (CFM) to affirm that our beneficiaries and communities have right to complain if we are not abiding by commitments we made to them. At the same time CFM provide a communication channel to our communities to voice their suggestions and provide feedback on our program interventions, this would certainly contribute in improving quality of our programs. CFM is intended for the people we serve or assist and it is not intended for reporting staff grievances. However if any staff member is found maltreating, discriminating communities, especially vulnerable people, then other staff members have right to complaint using CFM.

2- Types of Complaints/Feedback

Information received through hotline or real time assessments from beneficiaries and sometimes from community members in general can be categorized into following categories:

- Feedback
- Request for Need Assessment
- Regular Complaint
- Complaint of Serious Nature
- Threat Call/Obnoxious Calls

3- Feedback

Beneficiaries' comments on DAID's programs will be taken as feedback. A feedback can be both positive and negative and is generally to do with minor issues; it can be given formally or informally.



Why have a Beneficiary Feedback and Complaint (BFC) Mechanism?

It is very important for us to be accountable to the beneficiaries regarding the DAID provides.

- Helps to resolve issues and concerns raised by beneficiaries
- Strengthens relationships with communities
- Identifies gaps and areas for improvement
- Provides an opportunity to improve programming
- Improves aid DAID reputation. Beneficiary feedback and complaints mechanisms are all the more important in operational environments where insecurity can impact access to beneficiaries for assessment, design, implementation and monitoring, and affects beneficiary access to aid agency personnel. Beneficiary Feedback and Complaint mechanisms can be formal or informal. DAID staff remain open to receive feedback and complaints through any possible channel including Community Development Committees (CDCs), Local Shuras, Community Education Committees (CECs), Parents Teacher Associations (PTAs), Water Committees, Reflect Circles, volunteer dedicated persons etc. The decision of whether to use a formal or informal mechanism, or which combination of mechanisms, should take into consideration gender and protection issues including for example cultural appropriateness of face-to-face communications between people of different gender groups, public mobility and participation, access to mobile phones for different gender and age groups, and what risks beneficiaries may face if it is found that they provided feedback or made a complaint.

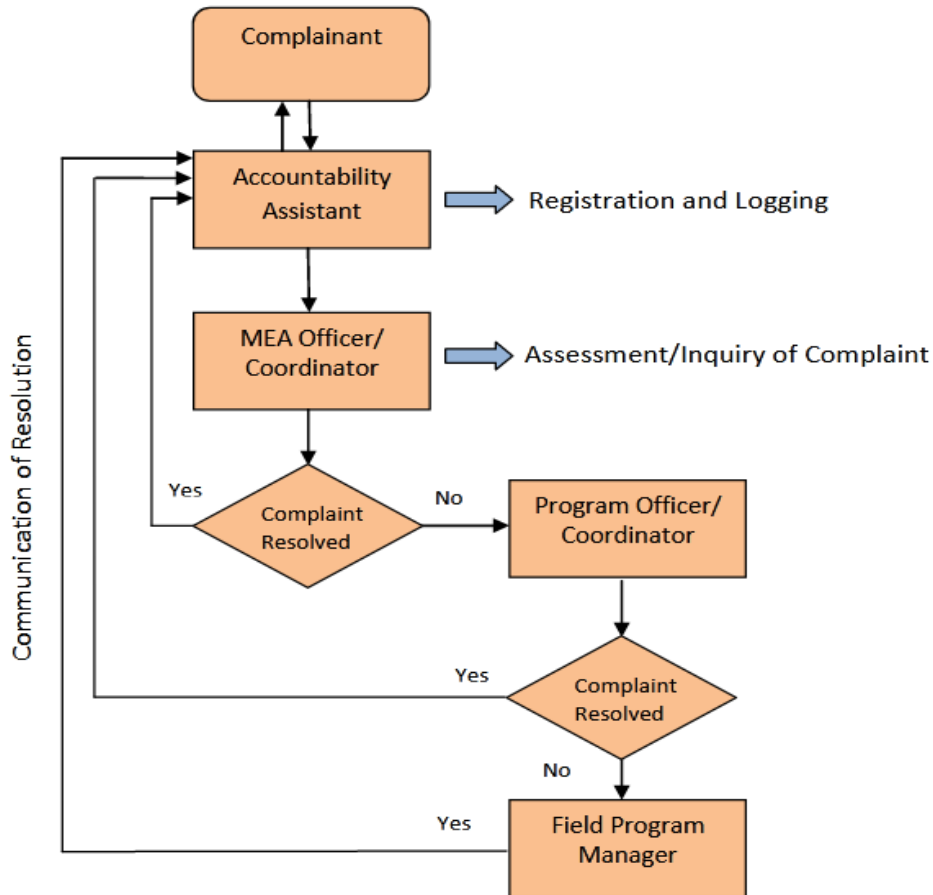
4- Request for Need Assessment

Sometimes beneficiary/non-beneficiary requests for assistance for him/her or for their village/area. In such cases, such responses will be taken as request for need assessment. Or we can define it as a beneficiary may also share his/her personal information to be considered as a potential beneficiary for any of program intervention or he/she may share location of Village to be considered as target area for DAID program interventions.

5- Regular Complaint

A regular complaint relates to program design and implementation/service delivery e.g. changes in timings of food/NFIs distribution, change in location of child friendly space, change in location of NFIs/food distribution points etc.

Complaint Flow Chart for Regular Complaint

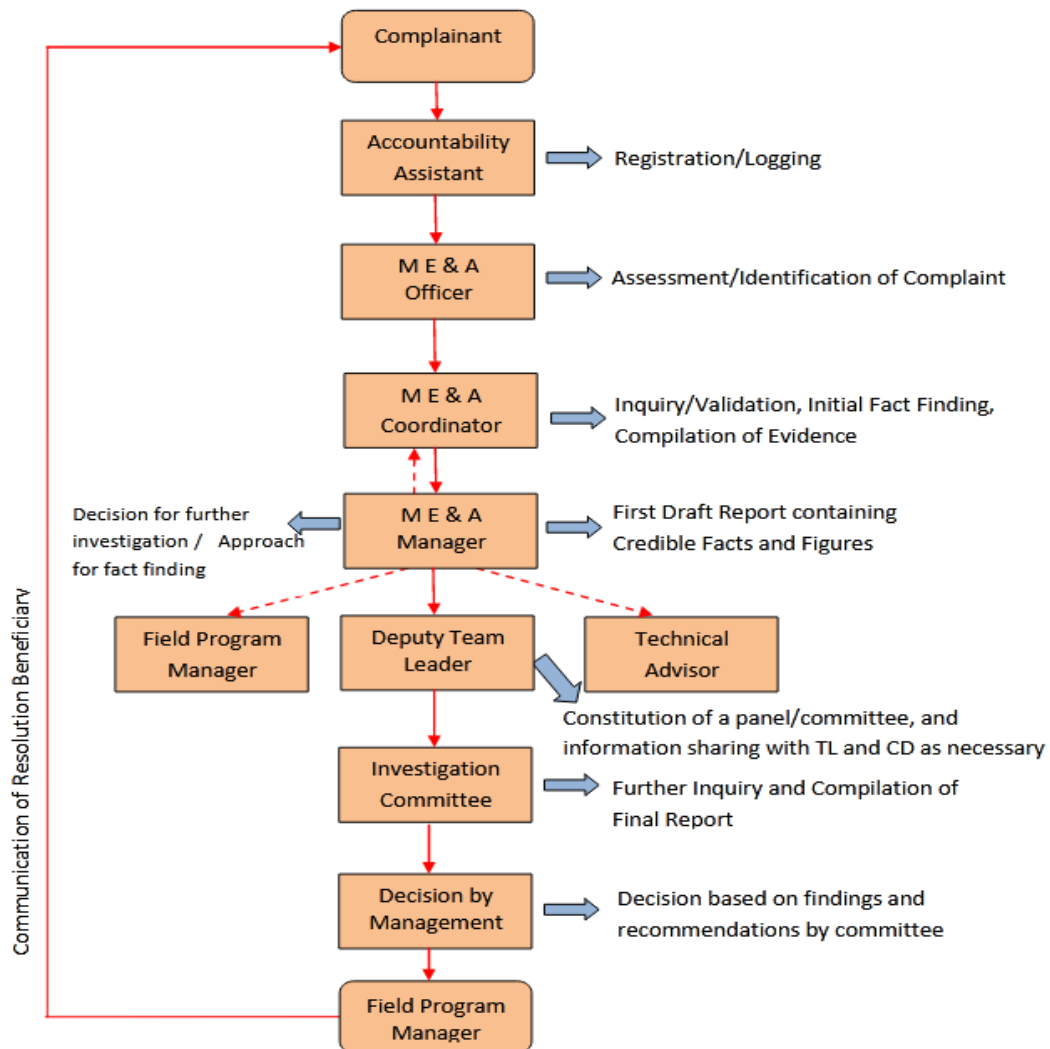


6- Serious Complaint:

A serious complaint includes issues related to:

- Financial Corruption, Misuse/Fraud of Money or Material
- Derogatory/Immoral behavior with beneficiaries involving verbal abuse/physical assault
- Harassment of beneficiary/ Or any act that might harm DAID's reputation
- Discrimination of beneficiaries on the basis of race, gender, creed or religion
- Any other complaint judged as serious by MEA Coordinator

Complaint Flow Chart for Serious Complaint





7- Closing Complaints

- All types of complaints received by any channel needs to be entered into Complaint and Response files.
- All the complaints and feedback received need to be closed in a certain manner. The resolution of a complaint must be reached as soon as possible (within maximum 15 days).
- If the caller's complaint/resolution could not be acted upon due to reasons such as budget/program constraints or if enough evidences could not be found, he is informed accordingly.
- In case of regular complaints and feedback the accountability assistant must inform the caller of the resolution and decision on the complaint by calling him.
- In case of serious nature complaints that have proceeded till the investigation stage, the Field Program Manager must convey the resolution to the complainant.
- All complaints must be closed within 15 days. In some cases if, due to unavoidable circumstances a decision has not been reached the caller still needs to be called and updated on the progress within the specified time frame.

8- Confidentiality and Information Protection

- All complaints must be dealt with in confidence.
- Feedback and complaints records should be treated as confidential to safeguard sensitive information, upholding the principle of confidentiality.
- The complainant should be assured of not disclosing his/her information.
- The name and personal details of the complainant should not be disclosed while sharing the complaint database with other departments.