# clock-icon 150 Minutes **(**Core Module**)**

# Why does this session matter?

This module highlights the importance of complaint feedback mechanisms to assuring that beneficiaries have a private, confidential and accessible way to either request information or raise a complaint about services within the site. The global CCCM sector is mandated to establish complaints feedback mechanisms in displacement sites serving not only the CCCM partner but all service providers within the camp. It is up to the cluster and partner to create a system that works best for the communities needs and limitations.

# Learning Objectives

At the end of this session participants will be able to:

* + Understand what a complaints feedback mechanism is and how it can be beneficial for members of the site’s community
  + When should someone utilize the CFM
  + What is needed prior to establishing a complaints feedback mechanism in a site
  + The types of CFM that exist
  + What do we all need to do in order to make CFMs work in a site

# Key Messages

* + CFMs should include two-way communication meaning that beneficiaries are able to make a complaint and receive a coherent and suitable response to a complaint by the CCCM partner
  + CFMs only work if they are fully inclusive! This means that all members of the site should be able to access the CFM system
  + There is a need for the CCCM partner to understand what type of CFM will work best in a community. This can be done through consultation with the community and understanding key data regarding to literacy, mobile phone use and cultural dynamics (for example, gender roles).
  + Community buy-in and trust is key to having an effective CFM system.
  + CFMs can only flourish if the community is fully educated about what the CFM does and how to access it

# Session Plan

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| --- | --- | --- | --- |
| Activity | Topic | Method | Timing |
| 1 | Complaints Feedback Mechanisms  How it works in IDP sites? | Role play/Activity/Plenary | 90’ |
| 2 | Strengthening complaints systems so that they are accessible to all populations. | Group Activity and Brief | 60’ |

# Handouts

* + Flip Charts and Markers
  + Notecards

# Planning

* + Activity 1. CFM game

## Activity 1 –community participation 90’

**Complaints Feedback Mechanism**

The trainer should define what a complaints feedback mechanism is using the following definitions:

A complaints feedback mechanism allows for beneficiaries to raise concerns confidentially about site-specific issues with service providers responding directly to the individual about what type of response will occur.

**Complaint-** A statement that a situation is unsatisfactory or unacceptable. For example, expressing opinion issue or concern with NGO services.

**Feedback-** An action taken as a result of receiving a complaint and the feedback on what action actions have been take to address their complaint/ issue / concern

**Mechanism-** A system in place to record all information, a way to keep track of all the complaints. Having a system to be able record and analyze information received to be able to use as an evidence bas to inform programming.

Say:

CFM systems are important for the following reasons:

* **It upholds the recognition of dignity and rights of affected population**, including the right of people to express their opinions and concerns.
* **Holds organizations to account** against the promises and commitments made to the communities they support and other stakeholders.
* **Improves the impact and effectiveness of programmes.** When there is an operational and effective CFM system for recording and analysis trends CFM data can provides an evidence base to improve programming e.g. through early identification and management of issues and risks; protection of staff by providing them with a way to investigate and respond to issues; continuous learning and improvement
* **Strengthens relationship between service providers/ organisations and affected populations/ community**. The communities / affected populations better understand the services and available and are able to hold them to account for commitments made. With effective response and feedback trust and engagement builds which also contributes to more effective programming.

**Activity 1: CFM Game**

IMPORTANT: For this game you need a spacious indoor area with A4 paper, tape and string available.

For this activity use the trainer’s guide to ‘CFM game’

-Once the game has finished, explain that complaints feedback mechanisms require a lot of coordination and mutual understanding at the site and state level. Make sure you make it clear that with the amount of movement that one complaint takes, confidentiality and privacy must remain in place

-Ask: Who needs to be aware of the CFM in order for it to work?

If it is still unclear about how a CFM works, please walk participants through these stages:

**Complaints Feedback Mechanism Modalities**

-Say: Complaints Feedback Mechanisms should always be established based on what works best in a community! Therefore, it is imperative that CCCM partners understand the communities that they work in and consult community groups (elderly, women, people with special needs, etc) prior to creating a CFM

* Hotline CFM – This is a model that is used by service providers to capture complaints via mobile hotline or SmS. This method allows for beneficiaries to discreetly make a complaint. Usually, this method requires a staff to respond to calls and actively make referrals
  + Pros: Requires less labour for service providers
    - Allows for discreet and private complaints
    - Is a cost efficient modality as it can cover a larger geographic area with less resources
  + Cons: Dependent on mobile phone ownership which may only allow for certain population to access the mechanism
    - No face-to-face interaction which could hamper trust in the system
    - Makes it more challenging to have a gendered approach
    - Requires literacy
* Complaints Box – This is a model put in place by service providers where a box is placed in a site with beneficiaries able to provide complaints via writing complaints based on a written template
  + Pro: Easy to set up and requires minimal staff effort
    - Complaints can be anonymous
  + Cons: Only literate individuals can participate
    - Low interaction with service providers decreases trust in system
    - Difficult to ensure you have sufficient information to follow up on cases

IE: Complaints boxes should not be used as a complaints feedback mechanism as there should always be an active two-way or face-to-face complaints feedback mechanism.

* Complaints Desk – Service providers create a complaints desk either in a static location or located in a roving manner with beneficiaries able to request information or file a complaint directly with NGO staff
  + Pros: face-to-face interaction leads to higher trust in system
    - Having desk reinforced with mobile teams that go to shelters of vulnerable individuals allows for broader coverage
  + Cons: Requires greater staff presence
    - requires physical access which may be difficult during times of remote operations

**Privacy, Informed Consent and Confidentiality**

What is informed consent?

Speak: Informed consent means that the person must know how, why and with whom we will share this information and any risks to individual. If someone does not consent to us sharing their information we CANNOT share!

Speak: What is Confidentiality

It’s important that we don’t talk about sensitive issues freely in the site community center, only the people that are able to do something about the issue need to know – i.e CFM Focal Point, and protection focal points.

ASK: Why is this important? What if I hear that someone has made a complaint about me because I was charging people money for service? What problem would that create?

Speak: Only take/ share information, with informed consent and only the details you need to take action/ refer the case. For example, if we a complaint that someone needs further medical assistance and the clinic has not been able to provide, we are NOT medical professionals so we do not need all the medical details of the cases. Questions about the condition may be sensitive and have more information does change our referral.

Activity 1b:

-Using a flip chart paper, ask participants what some of the problems that could happen to community members if confidentiality is breached? Write down responses.

Speak: This is why service providers must provide only the most necessary information when making a referral. **If an organization receives a complaint, they should not tell their staff who or what organization made the complaint referral**

**NB: Make sure that CMC have emergency contact information in addition to answers to the most popular information requests (food distribution dates, etc) This should be provided by CCCM partner.**

## Activity 2 – Strengthening complaints systems so that they are accessible to all populations.- 30’

Remind participants about the community participation module and the exercise completed about vulnerable groups that may not have equal access to services and information.

ASK: How would you spread information about a CFM in a particular location?

Probe: How would you spread this information, to who, using what devices?

Speak: CFM must be fully accessible to all populations. This means that it is necessary for CFM staff and mobilizers to go shelter-by-shelter to spread information about what is occurring within a site in addition to taking complaints and responding to complaints already made.

What is the role of CMCs in the complaints feedback mechanism?

ASK: What can the CMC do to support CFM in a site?

-Spread information to all populations about what the CFM is, how to access the CFM and why it can benefit the individuals experience in the site

-Providing emergency referral information to members of the community. CMC can assist the CFM in assuring that members of the community know who/where to access support if there is a medical emergency, fire, etc

-Report to CCCM partners if there are any concerns or emergencies. Complaints feedback incorporates referrals which CMC members should be engaged in providing (ie. If water access is rendered, issues can be reported to CCCM partner)