

Feedback and Complaints System

This is flow chart that shows how the Feedback and complaints system will work for camps, camp like settings and IDPs living within host communities. The complaints committee selected by IDPs will be the one opening suggestion boxes as well as receiving complaints orally from the IDPs. The complaints committee will forward to the camp management committee those complaints that are not within its capacity to resolve. The camp management committee will forward to the CCCM sector working group through the camp manager those broader issues that it cannot resolve. The complaints committee will give feedback to the IDPs on all issues raised. Nevertheless an open door policy is still maintained for IDPs to still approach camp management with any of their grievances.

