Items Needed:

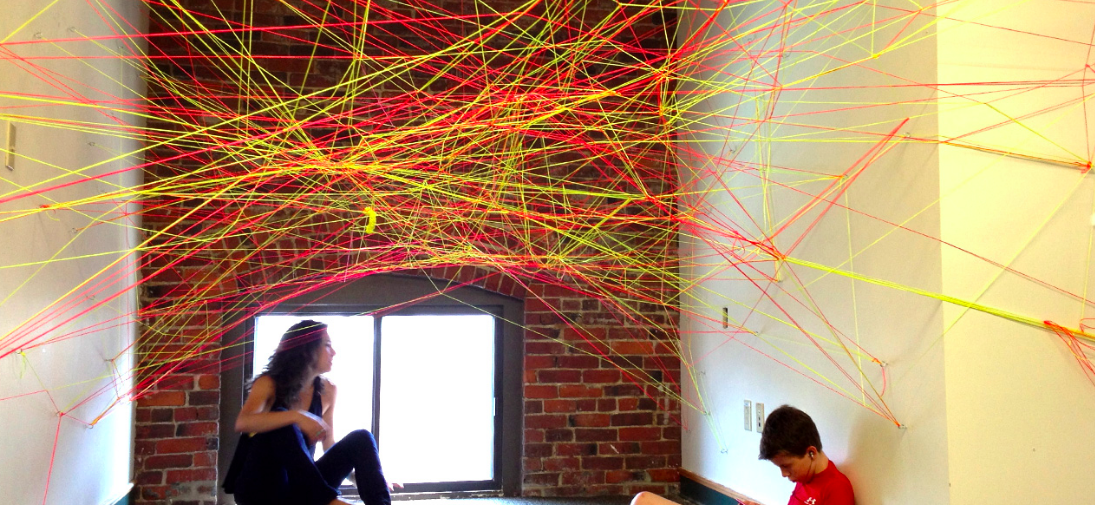
-Markers, A4 paper, string, tape, large sized community center

Please print out the following statements on A4 paper in big font.

1. A complaint is captured at the CFM desk/hotline
2. CFM team follow up on the complaint to verify its legitimacy (for example: “Did not receive NFI kits”)
3. CFM team uploads complaint to database
4. CFM team refers case to service provider via email, using a referral form or by phone call
5. Service provider takes action on the complaint and notifies CFM team
6. CFM team contacts individual who has made the complaint detailing the action made by the service provider
7. The individual who has made a complaint accepts the action or then raises a second complaint about the original issue

Prior to starting the activity, please hang up the following CFM stages on the walls or other hanging devices in the community center. Once all CFM stages have been hung up. Have a volunteer decide what the first stage of the CFM is. Once the first stage has been identified correctly, please tape down the string to the floor next to the correct stage.

Next, for each stage, request a volunteer to hold the string and identify the next stage within the CFM process. One identified correctly, have that volunteer stay at the correct stage holding the string. This will follow until all stages have been correctly identified which will result in the creation of a web.



Trainer: Make sure you explain what is occurring at each stage of the CFM system and why that stage is important.

Trainer Notes:

1. - A complaint is captured at the CFM desk/hotline
   1. complaints desks should be located in private areas so that community members cannot see or hear a complaint being made
      1. ASK: why is this important?
2. CFM team follow up on the complaint to verify its legitimacy (Did not receive NFI kits)
   1. It is important to verify complaints about not receiving material distributions to ensure that only accurate information is being referred to a Food/Shelter/NFI partner
3. CFM team uploads complaint to database
   1. CFM databases should be managed in real-time and must have security protection
4. CFM team refers case to service provider via email or using a referral form
   1. Make sure that there is a paper trail so that an agreed time of submission is confirmed. Partners should have 14 days to respond. Only ‘need to know’ information should be provided to the service partner. Only disclose names and locations of individuals if they consent previously to have their information provided to a service provider (to be added to a distribution list for example)
5. Service provider takes action on the complaint and notifies CFM team
   1. Service providers that make an action should not have the details of the individual who has made the complaint
6. CFM team contacts individual who has made the complaint detailing the action made by the service provider
   1. CFM team visits the individual who has made the complaint either via phone, in their shelter or at the CFM desk based on their preference. Here, details about the service provider’s actions are made clear.
7. The individual who has made a complaint accepts the action or then raises a second complaint about the original issue
   1. If the action made by the service provider is not adequate, a second complaint can be made. The same process outlined here will occur for a second complaint.

ASK: Why do you think it’s important to keep information private about those who make complaints?

ASK: Does a CFM system exist in your community? If so, how can it be improved and more transparent?