



UNHCR
The UN Refugee Agency



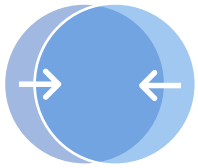
WFP
World Food
Programme

JOINT PROGRAMME EXCELLENCE AND TARGETING HUB

JOINT TARGETING GUIDANCE TRAINING PROGRAMME

**Communication, feedback and
appeals**

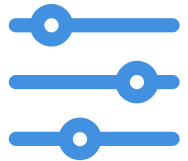
Recap: Why we validate the targeting methods



Mitigate errors



Strengthen community ownership and buy-in



Adjust targeting approach

STEPS IN THE TARGETING AND PRIORITIZATION PROCESS

Assessment	STEP 1	REGISTRATION
	STEP 2	ASSESSMENT AND ANALYSIS
Programme design	STEP 3	DECIDING WHETHER TARGETING IS APPROPRIATE
	STEP 4	SELECTING THE TARGETING METHODOLOGY
	STEP 5	DEFINING THE ELIGIBILITY CRITERIA
	STEP 6	VALIDATING THE TARGETING METHODS AND CRITERIA
Programme implementation	STEP 7	COMMUNICATION, FEEDBACK AND APPEALS MECHANISMS
	STEP 8	IDENTIFICATION/ IMPLEMENTATION
Monitoring	STEP 9	MONITORING

Learning objectives

After this session, you will be able to:



Outline considerations for **sharing key information** on the targeting process with refugees and other stakeholders



Explain the role of existing **feedback mechanisms** throughout the targeting process



Plan the establishment of a joint **appeals mechanism**



Sharing key information on targeting

Who do we need to reach?

Refugees

Host communities

Partners

Government

Donors

Media





Why is this important?



Inform decision-making



Increase buy-in



Reduce misunderstandings



Mitigate risks



Support appeals process



Enable other questions,
feedback and complaints

Information sharing needs to be:

Timely, appropriate and accessible information sharing on the **targeting process** and **eligibility criteria**

Transparent, consistent and **continuous two-way communication**



Information sharing channels

Should be based on **community members' preferences**, also considering **available resources**:

- **Previous assessment** of information needs and communication preferences
- Targeting-related **community consultations**



Ensure inclusiveness by considering:



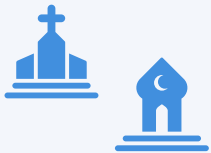
Gender and age



People with a **disability** or other **specific needs**



People living in **remote locations**



Ethnic, religious and other **minorities**



Language(s)



Illiterate people










Access to a **mobile phone**



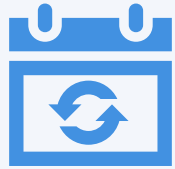
Access to **internet** and **digital literacy**



Key messages

-  Why assistance will be targeted
-  Targeting approach and eligibility criteria
-  Assistance packages
-  Timeline
-  Joint appeals mechanism
-  Other feedback and complaints
-  FAQs

Key considerations



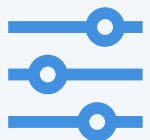
Timely and repeated information sharing throughout the targeting process



Limit amount of information and use **plain language**



Field testing of key messages



Continued adaptation of key messages based on feedback from the community and field staff



Communicating eligibility decisions

Eligibility notification

Household eligibility for assistance communicated at household level, ensuring:



Sufficient notice



Confidentiality

Channels



SMS



Printed eligibility **lists**



Home visits to most vulnerable households



Help desks

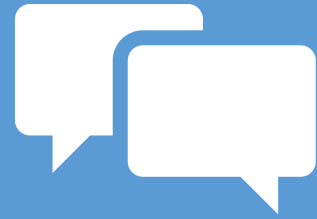


Helpline(s)

Example: Uganda

- ❖ More than **1.5 million** refugees across **13** refugee settlements (and Kampala)
- ❖ Two-way communication throughout different phases of the **prioritization of WFP's food assistance**
- ❖ Variety of **information sharing channels**





Feedback mechanisms

Purpose of feedback mechanisms



Community members can share **questions, feedback, suggestions, concerns** or **complaints**



Monitor **assistance programs** including **targeting**



Inform **programmatic and senior management decision-making** to continually adapt and improve assistance including targeting



Disaggregate feedback data at a minimum by **age** and **gender** for different geographical areas and humanitarian sectors



Key aspects



Safe, accessible and responsive



Confidentiality of personal and other sensitive information



Standard Operating Procedures (SOPs)



Data system(s)

Examples of questions, feedback and complaints



Targeting process

- Eligibility for assistance
- Appeals mechanism



Quality and quantity of assistance, **transfer modality** and **distributions**



Treatment by staff members or retailers

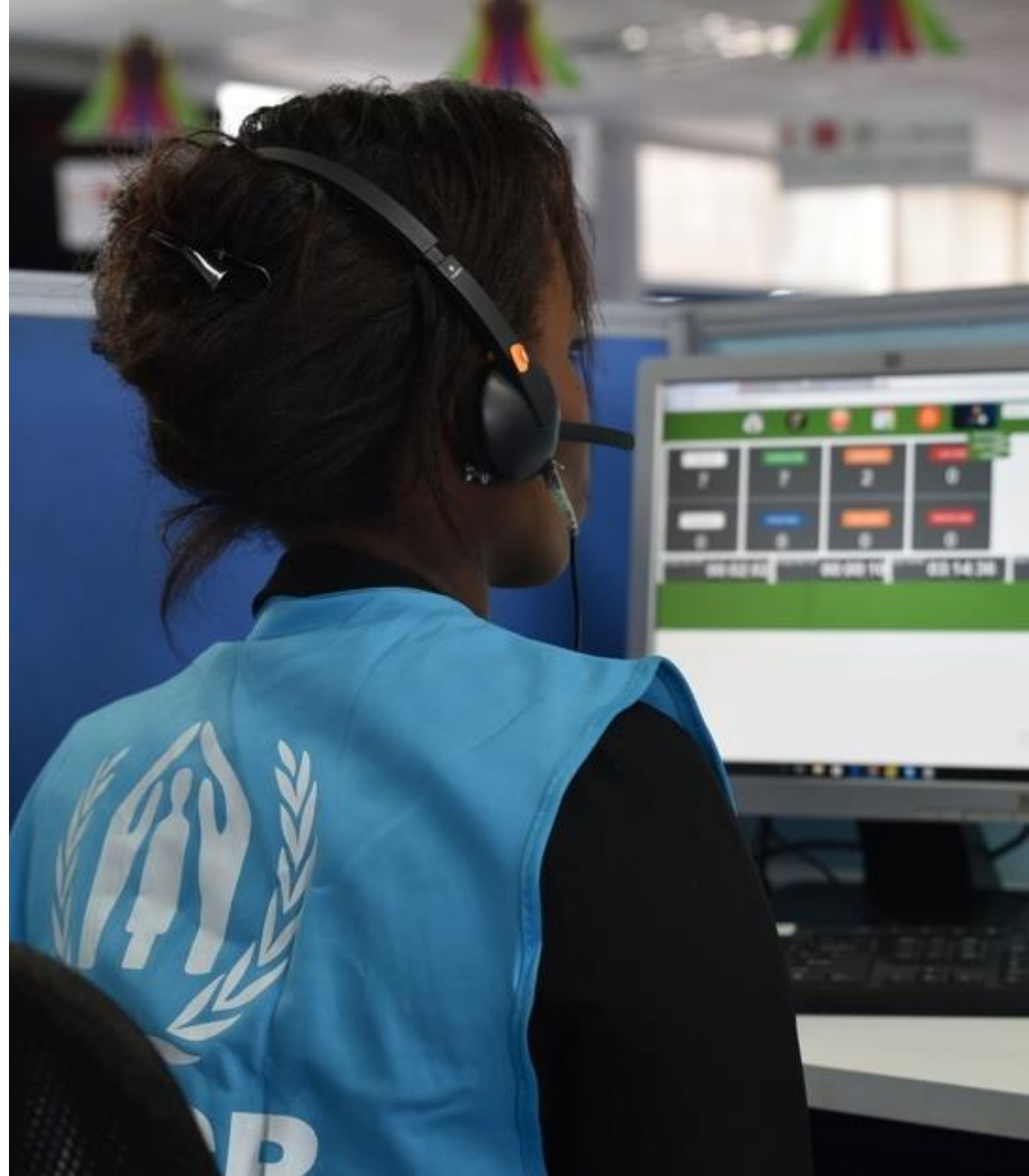


Protection concerns including fraud, corruption, security issues, gender-based violence or sexual exploitation and abuse by staff



Feedback channels for two-way communication

- Ensure **inclusiveness**
- Offer a **variety** of feedback channels
- Consider **available resources**





World Food Programme

CALL WFP FOR **FREE** ON
0800 210 210

FOR HELP OR FEEDBACK

Give us a call any time from
Monday to Thursday 9am-4pm
and Friday 9am-1pm

- Do you have any feedback or questions for WFP?
- Need to report a problem to WFP?

Example: Uganda

Multiple feedback channels used



Helplines



Protection / help desks



Suggestions & complaints boxes



Community dialogues / meetings



Community structures

Inclusiveness ensured

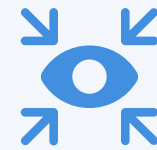


Language



Gender-inclusive

Example: Uganda



Coordination among partners & feedback channels



Coordination of referrals, including sensitive complaints



Systematic responses to feedback mechanism users

SAVING
LIVES
CHANGING
LIVES

WORLD FOOD PROGRAMME UGANDA

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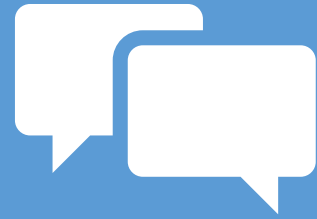
WFP UGANDA
Toll-Free Helpline



World Food
Programme



WFP has Zero Tolerance to fraud, theft, corruption, sexual abuse or harassment. Please report such cases immediately to the WFP Helpline.



Joint appeals mechanisms



What are appeals?

An **appeal** is a **request** made by a household that has been **excluded** from targeted assistance or selected to receive **only partial assistance** to **reassess the eligibility of that household**.

Moraz Scenario

UNHCR and WFP will jointly implement a **significant shift from blanket to needs-based targeted assistance** for refugees. Refugee households will be grouped according to **three vulnerability categories**, with the **most vulnerable** receiving full food and NFI rations, **moderately vulnerable** receiving half rations, and the **least vulnerable** not receiving any assistance.

70% of refugees live in **camps**, **10%** in the **capital**, and **20%** of refugees live alongside host communities in **remote rural areas**. Refugees speak **three different languages**, there is **limited literacy** and **limited access to mobile phones**.

How will you plan for the appeals process?

Consider the **appeals channels**, the coordination of **referrals**, **appeals follow-up**, **staffing**, **financial resources**, and **key messaging**.



Moraz Scenario

How will you plan for the appeals process?



What can an appeals mechanism address?

- **Implementation exclusion errors**

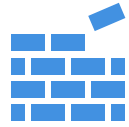
 ! Outdated, inaccurate or missing proGres data

- **Design exclusion errors**

 ! Households in need but not meeting eligibility criteria

- **Changes in households' vulnerability** over time

Key considerations



Build on **existing feedback mechanisms**



Who can appeal



Duration of **appeals window**

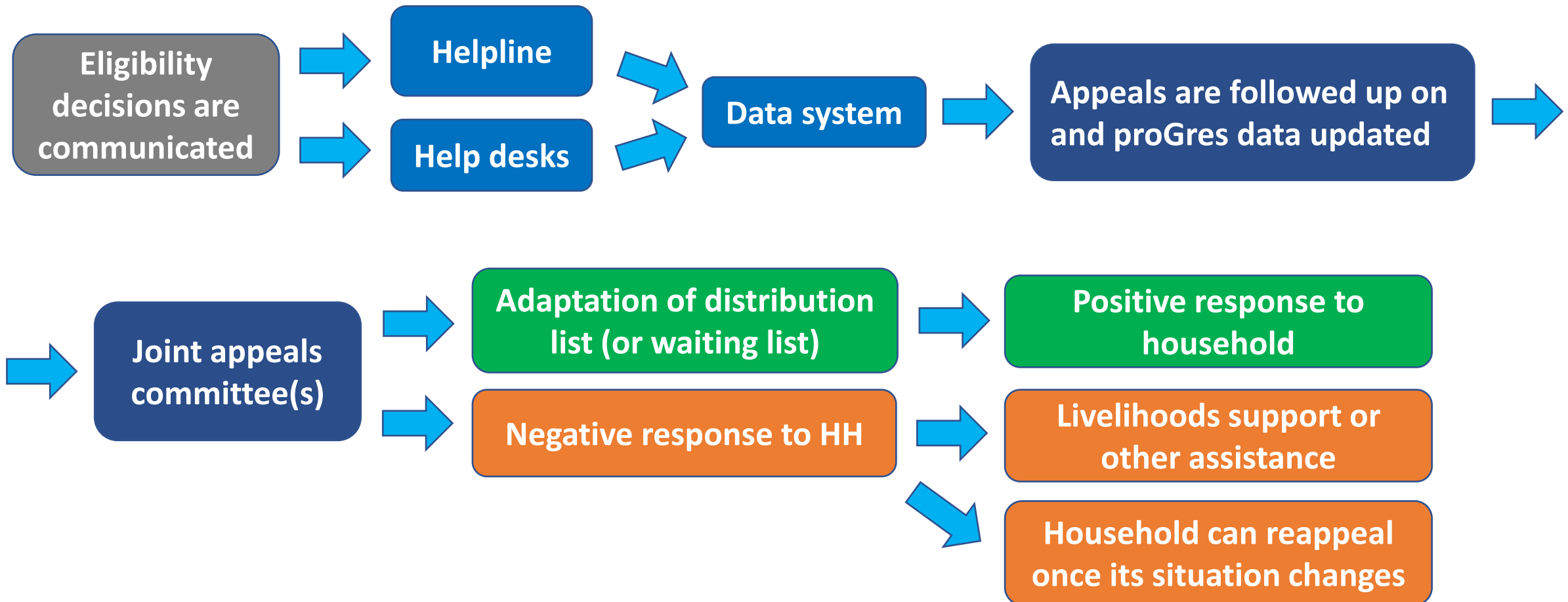


Standard Operating Procedures (SOPs)




Use **appeals data** to regularly **review** the **eligibility criteria** and **appeals mechanism**

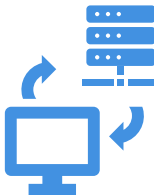
Appeals process flow





Receiving and processing appeals

 Intake through **multiple appeals channels**

 **Data system(s)** for recording, referring, following up on, closing and responding to appeals

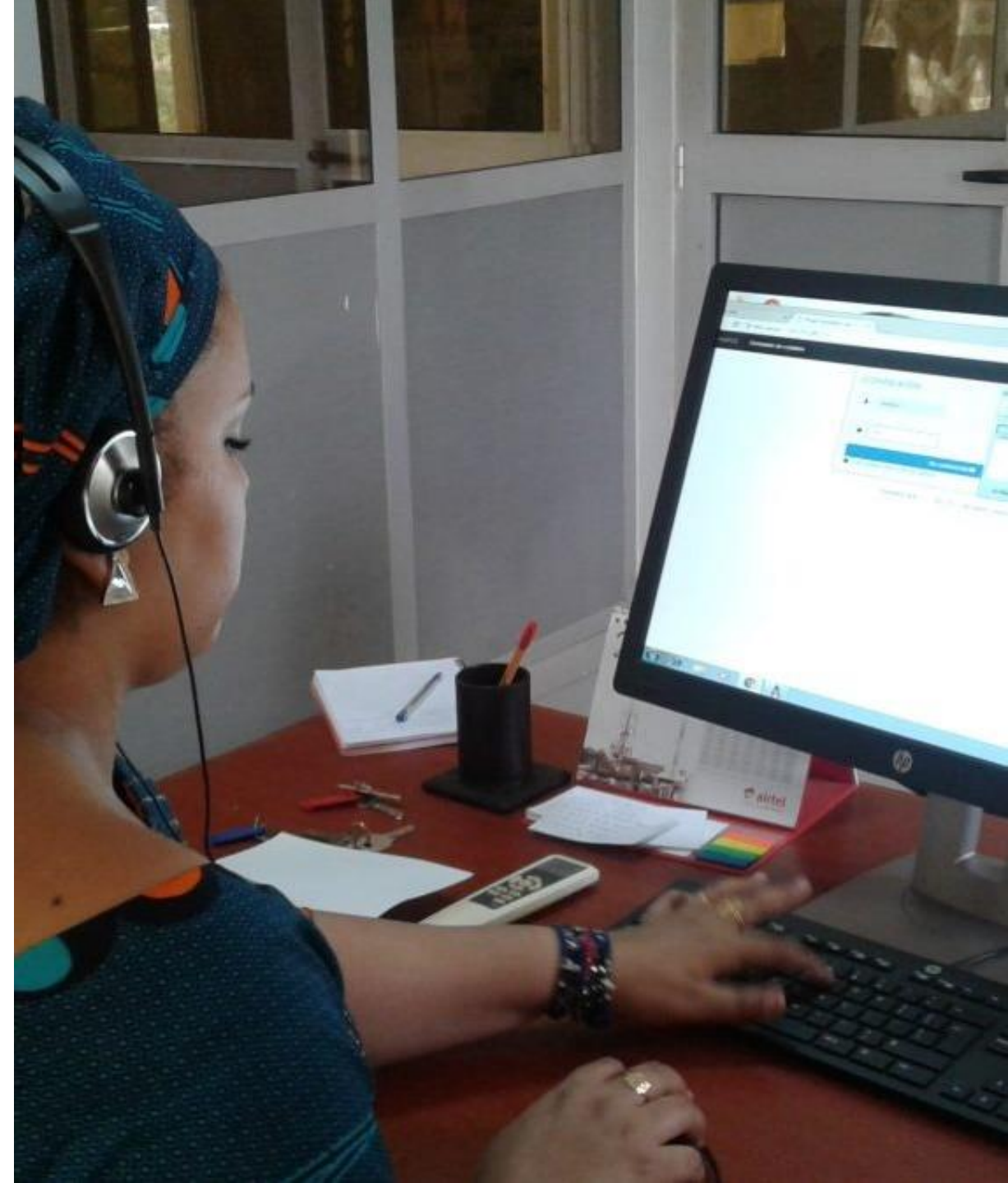
Following up on appeals

Updating of **household registration information** in **proGres**:

- Follow-up by UNHCR or government counterpart

Updating of **specific needs** related information in **proGres**:

- Follow-up through UNHCR and/or partner case management





Review of eligibility and response



Review and approval of changes in eligibility status by **joint appeals committee(s)**



Monitoring of **key trends**, especially the **number of successful appeals** and resulting **resource implications**



Response to appellant

Resourcing

Appeals process and staff functions

Additional resources that may be required:



Surge staffing



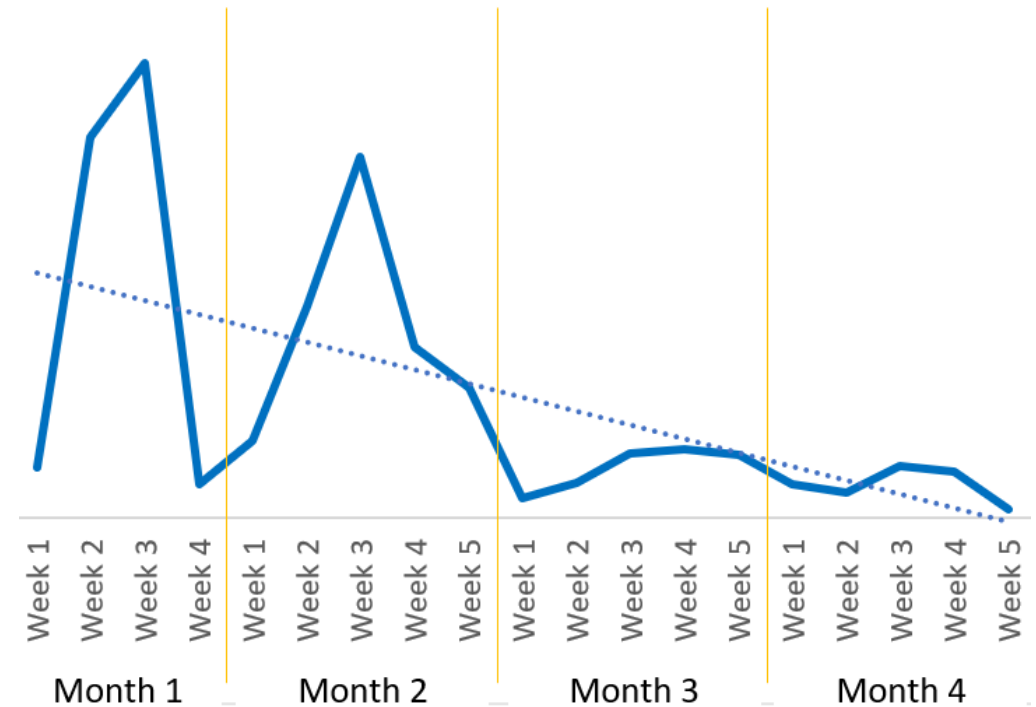
Computers/tablets, materials (e.g. for help desks), vehicles



Training



Information sharing



Next 

Implementation & Monitoring