

**TOOL:**

# CONSULTATIONS ON FEEDBACK AND COMPLAINT MECHANISMS

September 2015 Jordan

## Introduction: Complaint mechanisms

All communities have the basic right to register a complaint regarding unfair treatment, report cases of wrongdoing, and seek fulfilment of their rights. Receiving complaints and responding to them is central to accountability, impact, and learning. A good community complaints mechanism will serve several ends. First, it assists with transparency by creating a channel for people to register concerns. Second, it provides a mechanism for people to report misconduct and the abuse of power by the organisation or staff, e.g. the exploitation and abuse of vulnerable groups. Third, it provides unique and invaluable sources of information to be used for better project management and outcomes.

The below guidance document shall assist in preparing and implementing focus group discussions and other forms of consultations with the refugee community in Jordan. Field sites should contextualize and add required details to operationalize it. The community-based complaint mechanisms will add to the existing and planned agency-based complaint mechanisms with an overall aim to ensure each individual's right to access protection and proper services.

## Objective of the Consultations

- identification of existing indigenous or community-based complaints systems.
- raise awareness on the rights of beneficiaries and others to file a complaint (CoC, SEA policy).
- explain purpose, parameters of complaint mechanisms.
- identify appropriate procedures for submitting complaints and providing feedback to complaints.
- inform the design of enhanced complaint mechanisms and inter-agency referral pathways while preventing the establishment of an imposed structure.
- Improve the overall protection response.

## Consulting the community

During the discussions, particular attention will be given to identifying barriers for reporting through the existing mechanisms (e.g. agency-based mechanisms such as hotlines, counselling, etc.). In order to do so the below points will be taken into account by the facilitators:

- A wide range of perspectives will be captured, especially the most vulnerable. Refugee women, girls, men and boys of diverse background and with specific needs will be consulted in accordance with AGDM principles<sup>1</sup>;

<sup>1</sup> Each field site will decide the exact targeted group according to the context.

- Try to avoid that stronger individuals take the lead in the discussions;
- Community representatives are important, but may also have their own agenda and not fully represent all perspectives;
- Understand from different groups within the community which existing or suggested mechanisms are most relevant;
- Identify proper feedback and follow-up mechanisms;
- Use variety of participatory methodologies (group discussions, consultations, bilateral discussions with individuals, complaints cards, etc.).

## 1. Guiding questions<sup>2</sup>

The below are guiding questions that should be adapted to the context of different field sites (culture, languages, etc.) to guide us to collect the required information. However, introductory key messages, schedule and the potential use of other techniques should be developed and agreed by the partners working in a particular site to ensure they are relevant to the context. A draft guidance note (**Annex I**) on complaints cards is attached to this paper for your consideration when communicating with refugees.

### **Suggested introductory paragraph:**

My name is .....

and this is my colleague .....

I work for ..... and she/he works for .....

We would like to ask you some questions about how and where you complain if you have a concern. We would like to understand if you have enough and sufficient access to support in the camp so that we can support these mechanisms and address your complaints in a safe and confidential manner.

We are not asking for your specific stories and will not use any identifying information such as your names, etc. If you want to share any personal story or complaint, please approach us individually at the end of the meeting. If you feel uncomfortable at any time you can tell us and/or leave.

Participation in the discussion is completely voluntary and you do not have to answer any questions that you do not want to answer.

We have nothing to offer other than listening; there will be no other direct benefits related to this time we spend together today.

We will have a short introduction at the beginning but we will not be writing your names down. We also will not present any other potentially identifying information in anything that we produce based on this conversation. We will treat everything that you say today with respect, and we will only share the answers you give as general answers to understand.

We ask that you don't share any information you heard here today, too. Please do not tell others what was said today.

..... is taking notes to make sure that we do not miss what you have to say. I hope that this is OK with you?

We really want to hear what you have to say, and I want you to answer my questions however you want. There is no wrong answer to any question.

I expect our discussion to last for at most an hour and a half. Please let us know if you wish to have a break or if you don't want to answer any of the questions.

The outcome of our discussion today will help us greatly to understand the needs of children when addressing a problem.

<sup>2</sup> An annex on complaints cards for communicating with communities is included as part of this tool

**Do you have any questions before we begin?**

.....

**Q1** Which types of issues /problems do you feel need to be reported?

.....

**Q2** Do you know of the word complaint and do you know what it means?

.....

**Q3** If you have a problem within your family, who do you turn to?

.....

**Q4** If you have a problem within your community, who do you turn to? *(if addressing children or youth, this question could be expanded and could include: if you have a problem at school, who do you turn to?)*

.....

**Q5** If you have a problem with an agency or service provider, who do you turn to?

.....

**Q6** Would you feel comfortable to report a problem or a complaint outside of your family/community?

.....

**Q6a** If not, why do you not feel comfortable?

.....

**Q7** If you wanted to share a problem or a complaint outside of your community or family, who would you approach to share your problem?

.....

**Q8** If you wanted to share a problem or a complaint to an agency or service provider, how you would like to share this problem/complaint?

in writing (such complaint box or submission of letters through reception or registration services)

face-to-face discussions

by phone

through another family member

through community gatherings

online tools; social networks; e-mail

anonymous

Others, please explain

**Q9** If you were going to share a problem or a complaint, what would you want to happen as a result of sharing this problem/complaint?

.....

**Q10** Do you feel that there are any risks for you or other members of the community who share problems or complaints inside the community?

.....

**Q10a** If yes, what risks?

.....

**Q11** Do you feel that there are any risks for you or other members of the community who share problems or complaints outside the community (i.e., with agencies or service providers)?

.....

**Q11a** If yes, what risks?

.....

**Q12** Have you ever approached any agency/service provider to share a problem you faced?

.....

**Q12a** If yes, what happened? How did you approach them?

in writing (such complaint box or submission of letters through reception or registration services)

face-to-face discussions

by phone

through another family member

through a complaint box

online tools; social networks; e-mail

through community gatherings,

reporting to police

Others, please explain

**Q12b** If you reported something or shared a problem with an agency/service provider, did you receive feedback on this?

.....

**Q12c** Do you feel that you could trust the person you shared your problem/complaint with?

.....

**Q12d** Did you face any problems for sharing your problem/complaint?

.....

**Q13** Are there any types of problems/complaints that you would never wish to share?

.....

**Q13a** If yes, what type of problems/complaints?

.....

**Q14** What do you think should be improved in the camp to respond to the community's needs or problems?

.....

**Q15** Have you ever faced a problem when you were attending an activity in the camp?

.....

*Thank you!*

## 2. Systematization form

---

Group: ..... Subgroup: .....

Sex: ..... Age group: ..... CoO: .....

Facilitators: ..... No. of people: .....

Date: ..... Location: .....

**Types of complaints (using children's terminology)**

.....

**Types of complaint mechanisms/ways to share a problem**

.....

**Preferred way for raising a problem**

.....

**Preferred way for feedback, response, referral**

.....

**Main risks/barriers for complaining**

.....

**Main risks/barriers during feedback, response, referral**

.....