

TOOL:

THE FEEDBACK AND COMPLAINT CARDS (UNHCR JORDAN)

The cards represent the following things:

- Letter
- Community notice board
- Community log book
- Complaints form
- **Question**
- Questions box
- Phone
- Agency
- Children
- Disabilities
- Women

How to use the Cards

1. The cards work best in small groups. If you are using them in a community meeting, split people into groups of up to ten people. Run separate workshops for men, women, and children if required.
2. Quickly review the aim and purpose of the meeting, i.e. to provide information on community complaints mechanisms, answer questions, and discuss how stakeholders can be involved in the development of a complaints mechanism. Emphasise that you are there to learn from people and to come up with a system relevant to their needs. Answer any questions about the process before you move on. If people have specific complaints, ask them to wait until the end of the workshop and allow some time to answer their questions. This time is an investment in the future of the complaints systems, so don't rush off. Try to find a solution as soon as possible and refer people to other agencies if needed. People will be watching to see if you take these initial complaints seriously.
3. If the agency is present as part of an emergency response, people may not know who it is, or who you are. Explain your organisation's mandate, its areas of work, and other relevant information.
4. Work through the cards explaining what each one means. Pass them around the group.
5. When you have finished, lay the cards out on the ground or table. Work your way through the following points:
 - a) Brainstorm any existing complaints systems and how local people use them. Make a list. Ask what is good about each system and what isn't;
 - b) Place your agency's card in the middle of the floor or table. Explain why you want to set up a complaints system;
 - c) Ask group members to choose a card with which to make a complaint or ask a question about the programme. Use an arrow to indicate how each complaint card leads to the next. For instance, if people want to make a complaint by making a phone call to the office, use the arrow to point to the community notice board, where the phone numbers of staff can be placed. This would lead to a discussion of where the community notice board should be situated and, using the children, women, and disability cards, a

discussion about accessibility; you could raise the cost of making a call and ask whether the poorest people in the community have access to a phone. One card will flow to the next;

d) Draw the map for later reference. A copy will need to be distributed to the community and can be displayed on the community notice board;

e) When people are satisfied with the map, discuss the following points:

- Confidentiality and non-retaliation policy for complainants;
- Your agency's child-protection policy;
- Those complaints that you can and cannot handle;
- A referral system for complaints that you cannot handle;
- A complaints form;
- Monitoring mechanisms to ensure that the system is working.

6. Be adaptable and creative. If you need to add another picture card not included in the kit, ask a participant to select a stone, rock, twig, or something readily available and use that.

7. At the end of the session, thank people for their participation, provide your office contact details, answer outstanding participant questions, and address any misconceptions.

8. Using the community complaints map, provide feedback to staff and the community once the system has been set up.

