

Putting people in the core of humanitarian action: lessons-learnt on AAP from PAH operations

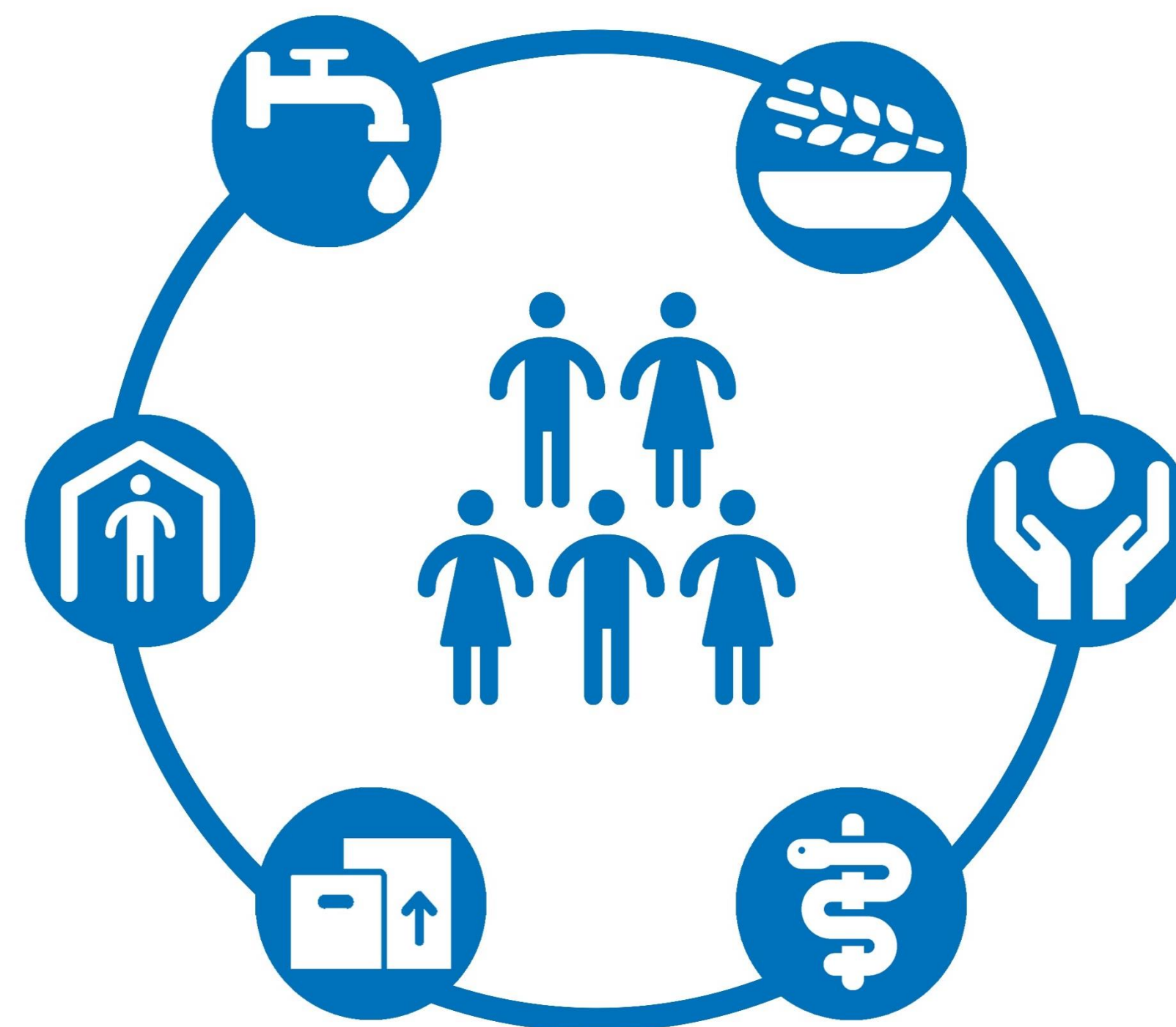
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Global MEAL Manager

Agenda

1. Introduction
2. Lessons-learnt from the design, implementation and monitoring of complaints and feedback response mechanisms in PAH Missions
3. Innovative approaches to community engagement and information sharing during the COVID-19 pandemic

Introduction

- Polish Humanitarian Action (PAH) - one of the largest and most active NGOs in central Europe
- Comprehensive WASH, FSL, NFI, Education, Shelter and Protection solutions in hard-to-reach areas
- Missions in Somalia, South Sudan, Iraq, Yemen and Ukraine
- People-centered approach



No complaints \neq Completely satisfied project participants/affected people

?

- People might be totally satisfied with the received aid and/or services, **OR**



- May not feel empowered to share their concerns and complaints or they may not know or misunderstand how to do this, **OR**



- They may not feel that they may complain without harming the relationship with the organization.



I. Community engagement in the initial design of the Complaints and Feedback Response Mechanism (CFRM) is essential.

PAH Mission in Somalia:

It is never late to make a change:

- Revision and adaptation of the CFRM through community consultations (FGDs)
- Different preferences identified through the consultations (hotline, face-to-face, complaints committee)
- CFRM adapted to the identified preferences



I. Community engagement in the initial design of the Complaints and Feedback Response Mechanism (CFRM) is essential.

PAH Mission in Ukraine:

“Keeping fingers on the pulse”:

- Beneficiaries’ preferences assessed in all baseline and endline studies through phone surveys or FGDs
- The data is used to adapt CFRM
- The most recent finding: 48% would speak directly to PAH staff and only 22% - through hotline



I. Community engagement in the initial design of the Complaints and Feedback Response Mechanism (CFRM) is essential.

PAH Mission in Yemen:

“Building from scratch with community engagement”:

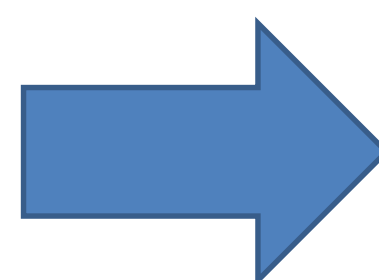
- The designed CFRM initially based on community preferences and suggestions
- Visibility materials and complaints boxes placed on suggested by community places (balance between accessibility and privacy)



II. Community sensitization on the CFRM: out of box thinking

Constraints:

- Restricted access to communities due to COVID-19 pandemic;
- Low literacy level in some countries of operations (Somalia, South Sudan, Yemen)
- Insecurity in the field;
- Lack of information campaign coverage



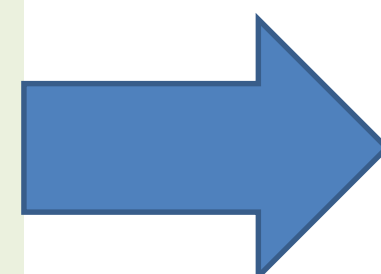
New solutions:

- Establishment of community-based complaints committee in Iraq
- Innovative approaches to information sharing through CRM system in Somalia
- Monthly deployments to the field to sensitize the communities on CFRM and collect feedbacks in Somalia

II. Community sensitization on the CFRM: out of box thinking

New solutions in Somalia:

- Information sharing about the organization, activities and CFRM channels
- Voice messages sent to a list of beneficiaries' phone numbers
- Report on a number of beneficiaries who received a message, did not listen to it, listened a half/full message
- Evidence-based improvements in the information sharing approach



II. Community sensitization on the CFRM: out of box thinking

Solutions in Somalia:

- CFRM information provision strategy in place;
- One way and two way communication channels
- Aim- to reach higher number of community members with information provision
- Monthly deployments of the MEAL team to all field locations for community sensitization on CFRM



III. Accessible and diversified CFRM channels

PAH Mission in Ukraine:

Identified issue during the FGD:

- F&C hotline considered as not functioning well enough;
- Some community members did not know working hours and purpose of the hotline;
- Staff member responsible for the hotline could not always answer the calls (field visits, other tasks etc.);



New solutions:

- Adapted visibility materials in accessible formats and places;
- Multi-channel hotline with 2 staff members backing up
- CRM-based system to track and record the calls

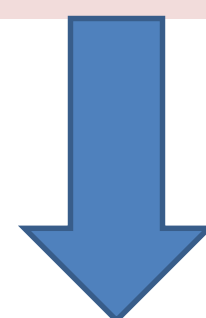


Better informed and more satisfied people

III. Accessible and diversified CFRM channels

PAH Mission in Yemen:

Issue: small number of F&C received through a complaints box in 2020



New solutions in 2021:

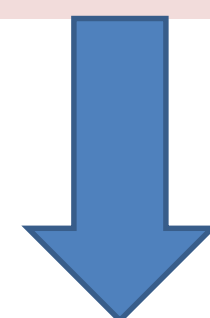
- Adjusted design of the F&C box
- Added stationery
- Visible but private space



III. Accessible and diversified CFRM channels

PAH Mission in Iraq:

Issue: COVID-19 restrictions and lack of access to project locations for interaction with communities in 2020



New solutions in 2021:

- Establishing and training community based monitoring and accountability committee



IV. Managing complaints in a timely, fair and appropriate manner

Good practices:

- Management buy-in in building the feedback culture
- Training the staff- not only tools, but “big picture”
- Instant communication channels for non-sensitive complaints notification
- Documenting and tracking the follow-up status
- Timely response to complainants
- Measuring effectiveness of the system



Complaints and feedbacks -
«gift» for the organization.

V. Measuring the results

Good practices:

- AAP related indicators in all projects (MEAL Clearance of project proposals)
- Continuous data collection
- Quantitative and qualitative data
- Quarterly reporting from the Missions to HQ
- AAP results dashboard



V. Measuring the results

Complaints and Feedback Response Mechanism (CFRM) statistics summary in PAH Missions

I. # Missions with established and well-functioning CFRM for all projects:

5/5



* F&C - Feedback&Complaints

* Source of the data- quarterly reporting by PAH Mission MEAL teams to Global MEAL Manager

Global MEAL Manager is responsible for updating the Dashboard

1. Mission

5 of 6

3. Select the quarter

2 of 3

TOTAL NUMBER of received F&C*
(since April 2020) in all Missions

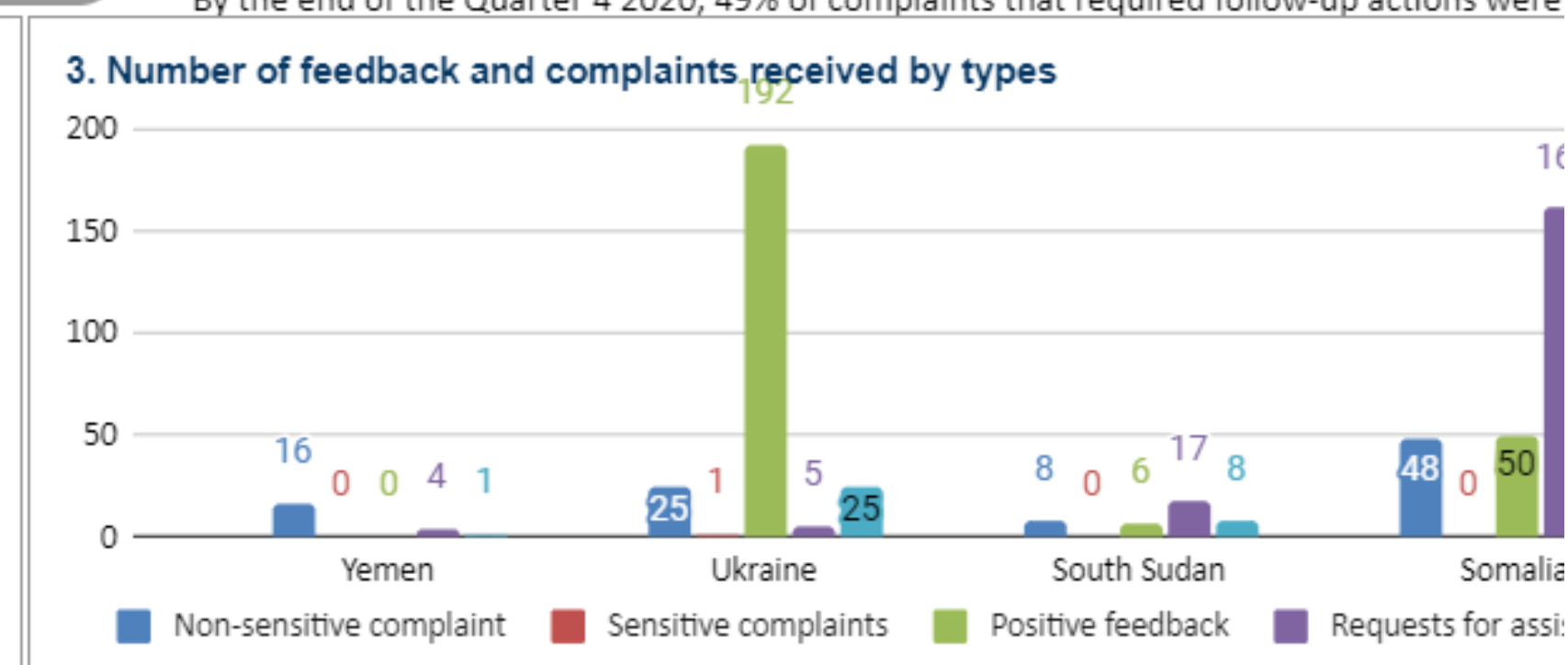
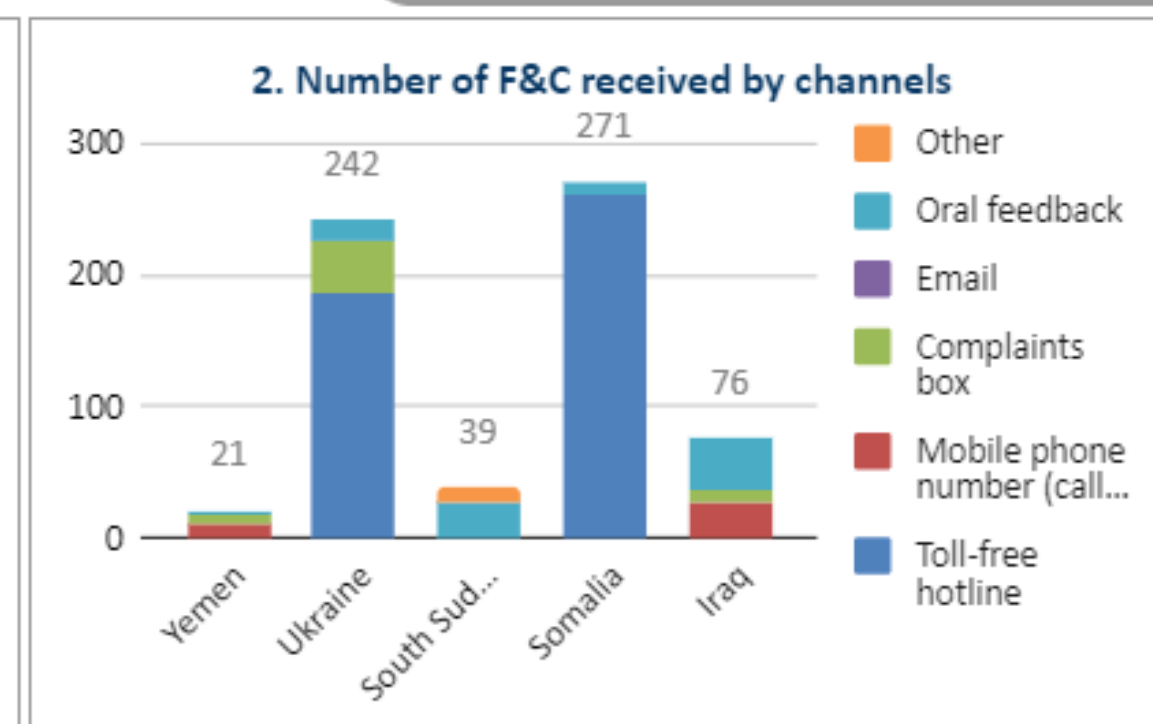
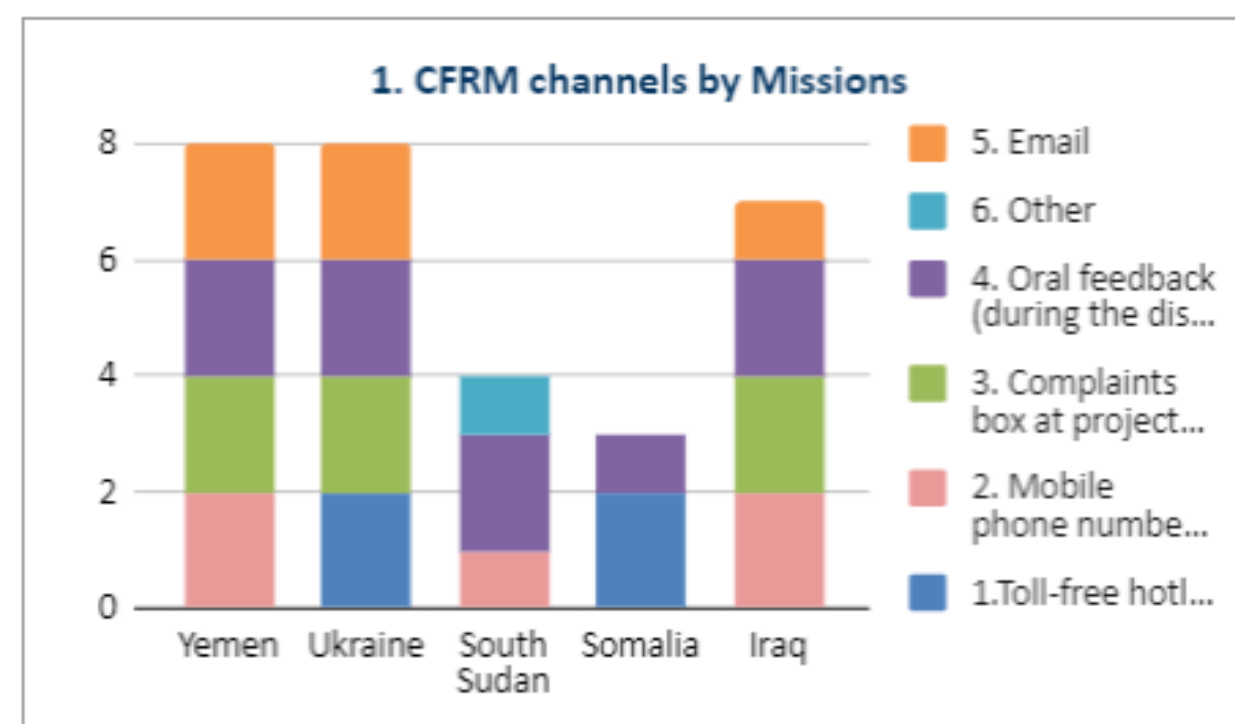
878

TOTAL NUMBER of F&C requiring
follow-up in all Missions

468

TOTAL NUMBER
closed/followed

By the end of the Quarter 3 2020, 63% of complaints that required follow-up actions were
By the end of the Quarter 4 2020, 49% of complaints that required follow-up actions were



II. Sex and age disaggregation of CFRM data

Quarter 4 2020



ALL MISSIONS	Women	Men	Unspecified
<18 years old	1	1	0

Somalia	Women	Men	Unspecified
<18 years old	1	1	0

Iraq	Women
<18 years old	0



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