

Complaints & Feedback Mechanisms Checklist

STEPS

- 1 Prepare – consult, know the purposes, list the resources, specify roles and responsibilities
- 2 Choose and construct – hotline, box, desk, social media, community consultations, interviews
- 3 Inform beneficiaries / stakeholders about the feedback and complaints mechanisms
- 4 Record and respond – document and ensure that appropriate action is taken

CHECK

- Are the feedback and complaints mechanisms accessible to all women, men, girls and boys – of all ages, dis/abilities, ethnicities, castes etc.?

Remember: Ensure that all women, men, girls and boys are safe when using a feedback and complaints mechanism.

Use different types of feedback and complaints mechanisms address differences in literacy, language (including sign and braille), mobility (childcare, socio-cultural norms, transportation), ability to be or speak in public forums, weather and climate, cost etc.

- Are measures in place to protect confidentiality?
- Are multiple communication channels being used to inform women, men, girls and boys about the feedback and complaints mechanisms?
- Are roles, responsibilities and procedures clearly stated, communicated and accessible to all persons involved in managing the feedback and complaints mechanisms?
- Are procedures in place to use the information provided by the feedback and complaints to strengthen WFP's programmes and operations, and so better meet the needs, interests and priorities of the diverse women, men, girls and boys that WFP serves?