

# GOOD ENOUGH GUIDE:

Providing children with access to safe and responsive feedback and complaints mechanisms

## WHY?

The Core Humanitarian Standard (CHS) commitment states that communities and people, including children affected by crisis can expect access to safe and responsive mechanism to handle complaints. When children are given the space to voice or express their opinion, it increases their self-confidence, thus enabling them to speak up to appropriate channels and trusted people. It allows agencies to identify patterns and trends of issues that are necessary for response planning or programme adjustment. Feedback mechanism will help keep track of how well project activities for children and their communities are running both before and after a disaster.

## WHAT?



In addition to establishing community feedback and complaint mechanisms for general community use, some agencies have also gained experience in setting up feedback and complaint mechanisms specifically for children (e.g. Save the Children 2001, War Child 2014, World Vision, 2016). However, despite the growth of studies and literature on feedback and complaint mechanisms, there remains little consolidated information and systematic review of good practice relating to mechanisms for children. Information that does exist is fragmented between different programme disciplines within an agency and over different areas of accountability, including child protection, protection from sexual exploitation and abuse (PSEA), child participation, and between relief and development contexts.<sup>1</sup>

## HOW?



- Identify the feedback and complaint preferences and needs of all children during pre-crisis and post crisis context. Integrate questions related to this on the assessment tools.
- Determine whether the agency channels and mechanisms currently in use or established match these preferences and needs of children.
- Identify where the differences lie and review community context for culture, tradition and community practice sensitivity.
- Design and support establishment of contextually appropriate channels that are accessible and safe to all children. Check if there is a need to design multi-channels based on the preferences of the children.
- Design relevant and appropriate feedback mechanism guidelines and flow chart that would be helpful for community sensitization. Inform children how and when to provide feedback
- Prepare the communities and sensitize children on their rights and sense of entitlement in providing feedback.
- Track changes and make feedback a two way process.
- Document the impact of feedback and complaints from children on programme quality and how it is different from adult-exclusive feedback impact.
- Demonstrate trust and confidentiality in collecting feedback and complaints. Let the children know that their feedback and complaints are welcomed, recorded and analyzed.
- Take action and resolve feedback that needs responses from duty bearers or decision makers. Close the feedback loop with children
- Make necessary programming adjustments based on children's feedback to ensure that approaches and interventions are relevant and appropriate to their needs.

<sup>1</sup> Interagency Study on Child Friendly Feedback Mechanisms and Complaints among NGOs

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## WHEN?

Feedback management should be in place throughout the project. This can be done by setting up an effective complaints and response system.

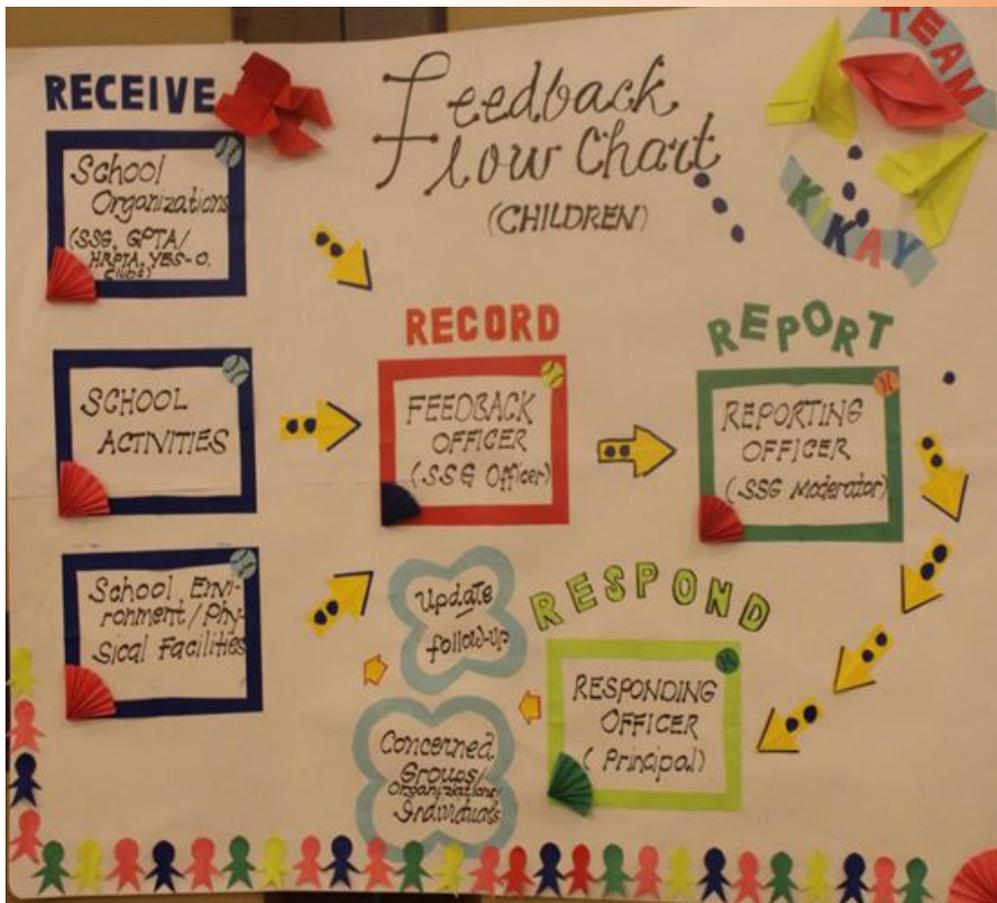
## REFERENCES

Impact Measurement and Accountability Measurements: The Good Enough Guide, 2007 (<https://www.alnap.org/help-library/good-enough-guide-impact-measurement-and-accountability-in-emergencies>)

World Vision Integrated Programme Accountability Framework, April 2010

Inter agency Study on Child Friendly feedback and Complaints Mechanisms within NGO Programmes, Educo, Plan International, Save the Children UK, War Child UK and World Vision International 2015

## Sample of Feedback Flow



An output during the feedback management training for teachers in Cagayan de Oro City.