HO 2.7: Twelve Steps to Setting Up Complaint Handling Mechanisms

Adapted from: Caritas Australia, CRS, Trócaire, CAFOD**.** *Protection Mainstreaming Training****.*** 2018.

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|  |  | **Status** | **Gaps** | **Next steps** |
| 1 | Gain commitment/support from senior management |  |  |  |
| 2 | Consult program participants, host communities and other stakeholders |  |  |  |
| 3 | Develop policy based on community input and program resources |  |  |  |
| 4 | Train staff on complaint handling |  |  |  |
| 5 | Sensitize community on complaint-handling process |  |  |  |
| 6 | Receive feedback and complaints |  |  |  |
| 7 | Log and acknowledge feedback and complaints |  |  |  |
| 8 | Consult, review and investigate |  |  |  |
| 9 | Respond to complainants |  |  |  |
| 10 | Provide opportunity to appeal decisions |  |  |  |
| 11 | Review complaints trends, report to management and adjust program accordingly |  |  |  |
| 12 | Review effectiveness of complaint system and make adjustments |  |  |  |