

HO 2.7: Twelve Steps to Setting Up Complaint Handling Mechanisms

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

| | | 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 | | | |