Objectives

• To guide Food Security Cluster (FSC) partners on incorporating Accountability to Affected Populations (AAP) throughout their Program Management Cycle and how to engage the community at each stage in the cycle.
Use of power responsibly.
AAP Introductory Video
WHY ARE WE DOING AAP?

“First significant and clear exposure of lack of accountability as a serious issue within an emergency response.”

“Local capacities are not utilized, the beneficiary is not involved enough, and the quality of delivery is lower than it should be.”
OPERATIONALIZATION OF AAP

1. DIVERSITY MAPPING
2. INFORMATION PROVISION
3. CONSULTATION
4. COMPLAINTS AND FEEDBACK MECHANISMS
In order to ensure that AAP mechanisms are effective, they must be adapted to the characteristics, needs and preferences of women, men, boys and girls of different ages and socio-economic backgrounds.
We must provide accurate, timely and accessible information to affected people about its assistance. Information provided has to be clearly understandable by everyone, irrespective of their age, gender or other characteristics.
## INFORMATION PROVISION

### WHAT INFORMATION TO SHARE

<table>
<thead>
<tr>
<th>Minimum Information Shared to All Community Members</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>About Donors, Partners</strong></td>
</tr>
<tr>
<td>· Who we are and who are our partners</td>
</tr>
<tr>
<td>· What we do and what we plan to do in their communities</td>
</tr>
<tr>
<td>· Who to contact or contact details for information, complaints, and feedback</td>
</tr>
<tr>
<td><strong>About the assistance</strong></td>
</tr>
<tr>
<td>· Who receives assistance</td>
</tr>
<tr>
<td>· How we select them</td>
</tr>
<tr>
<td>· What is the process</td>
</tr>
<tr>
<td><strong>About their rights</strong></td>
</tr>
<tr>
<td>· Right to receive basic information about the assistance,</td>
</tr>
<tr>
<td>· Right to be treated with respect,</td>
</tr>
<tr>
<td>· Right to give feedback or make complaints,</td>
</tr>
<tr>
<td>· Right to be protected against exploitation and abuse, including of a sexual nature, and how to report inappropriate behavior to Donors or its partners</td>
</tr>
</tbody>
</table>
We must seek the views of all segments of the affected population and invite feedback throughout each stage of the project cycle.
PURPOSE AND SCOPE OF CFM

- **Purpose:** Complaints and feedback mechanism is a formal mechanism for receiving information from people in communities where programmes are implemented.

- **Scope:** The CFM is designed to receive information on all aspects of our operations.

- Complaints may also be of a sensitive nature.

- The CFM addresses reports from anyone who wishes to contact us; it includes but is not limited to beneficiaries and affected populations.
Types of complaints

• Complaints related to the enrolment process / targeting beneficiaries in the project.

• Complaints related to information on project activities.

• Complaints related to Cooperating Partners' service.

• Complaints related to food quality.
Types of complaints

- Complaints related to the transaction or distribution process.
- Complaints related to extortion and fraud.
- Complaints about various types of abuse (based on gender, sexual).
Severity of complaints

• High Priority – 24 hours (1 days)

• Medium Priority – 72 hours (3 days)

• Normal Priority – 168 hours (1 week).
Mechanisms submission of complaints

A toll-free hotline system: 8099/WhatsApp +237 691 75 60 35

Call to CHW/Volunteer

Plenary meetings
• The CMC members are elected by the community through a participatory and inclusive process.

• The CP should supervise the process to ensure inclusiveness (all the villages/sites should be represented) and gender equality (women should represent 50% of the elected members, including at least one women at a leadership position).

• This committee will be constituted of local authorities’ representatives, traditional leaders, religious leaders, beneficiaries representatives, Civil society members, women representatives and youth representatives.
WFP Experiences and Lesson learn

- WFP Cameroon has set-up since 2016, a formal CFM which provides affected populations with a dedicated line to voice their needs and concerns regarding WFP programmes in a safe and confidential way.

- The mechanism aims to increase the influence of affected populations over programmes and enhance programme quality.
WFP Experiences and Lesson learn (Sept to Dec 19)

Total Number of Complaint

<table>
<thead>
<tr>
<th>SW</th>
<th>CMC&amp;Help Desk</th>
<th>Hotline</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>33</td>
</tr>
<tr>
<td></td>
<td></td>
<td>422</td>
</tr>
</tbody>
</table>

TYPE OF COMPLAINTS

- Enrolment process: 46%
- Targeting: 40%
- Price or quality of food: 4%
- Transaction or distribution: 3%
- Extortion or fraud: 3%
WFP Experiences and Lesson Learn (Sept to Dec 19)

**SEX / HOTLINE & HELP DESK & CMC**
- Female: 64%
- Male: 36%

**STATUS OF COMPLAINANTS**
- Non-Beneficiary: 67%
- Beneficiary: 33%