

Collective feedback Mechanism for beneficiaries of The Somalia Return Consortium



The issue: International agencies working in Somalia manage their operations mostly via remote management from Nairobi, Kenya, due to security constraints. Therefore International staffs do not always have full and continuous access to projects' areas. Managers, therefore, rely mainly on reports from national staff on the ground, third part monitoring and/or their contractors, mechanisms that are not always effective and efficient



The idea: A shared Feedback System offers beneficiaries a channel to voice their concern and provide direct feedback on the support offered by members of the Somalia Return Consortium.

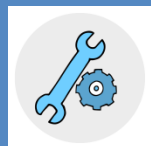
- Calls and SMS from Somalia are received 24/7 and a response is provided within days.
- All feedback is published and shared online through an innovative communications platform that aims to promote humanitarian aid accountability and transparency.
- The feedback is analyzed and provides the Consortium with an evidence-base that guides needs to revise and adjust the assistance provided.

Online innovative communication platform



The objective : The Return consortium beneficiary feedback mechanism significantly narrows down the distance between the target beneficiaries and aid agencies for meaningful participation and dialogue

The screenshot shows the website interface for the Return Consortium in Somalia. At the top, there is a language dropdown set to 'English (US)' and a search bar. Below this is the header 'RETURN CONSORTIUM | Somalia' with logos for the Danish Refugee Council, INTERSOS, IOM, Islamic Relief, MercyCorps, NRC, WFP, and UNHCR. The main navigation includes 'HOME', 'REPORTS', and 'CONTACT US'. A filter bar shows 'ALL' selected under 'FILTERS', with options for 'NEWS', 'PICTURES', and 'VIDEO'. On the right, a 'CATEGORY FILTER [HIDE]' dropdown is visible. The central part of the page features a map of Somalia with several red circular markers indicating feedback locations, labeled with numbers: 2, 3, 21, 222, 28, 475, 5, and 6. A legend on the right lists categories: ALL CATEGORIES, COMPLAINANT STATUS, COMPLAINT, ASSISTED, APPEAL, PROTECTION/SECURITY, DISTRICTS, IMPLEMENTING PARTNERS, APPRECIATION, and STATUS.



For more information on the Somalia Return Consortium and the Beneficiary Feedback Mechanism, contact Rita Mamai, R.Mamai@drcsomalia.org

Showing Reports From Feb 24, 2013 to Apr 09, 2015 [Change Date Range](#)

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< >

Complain/General/DRC/Baladweyn/Processed 🕒 11:58 Apr 29, 2014

Original Voice call, Waxaynu nahay dadki laga soo qaaday Galkaayo ee hada ku sugan Balcad, waa aynu gaajaysanahay walina nalama siin abuurka...

FAQ/Request/DRC/Baladweyne/Processed 🕒 15:30 Apr 28, 2014

Original Voice call, Waxaan hayada DRC ka codsaneynaa in ey noo kordhisa macaaawinada ey na siiso hada. Mid ka mid ah reer Baladweyne Barnaamijka...

Complain/General/DRC/Baladweyn/Processed 🕒 15:59 Apr 07, 2014

Original Voice call, Waxaan nahay dadkii laga soo qaaday Galkaayo ee kusugan Baladweyn, in muda ha waxba ma eynan helin, waan iska tabaaleysanahay....

FAQ/Request/RC/Baladweyne/Processed 🕒 05:51 Apr 07, 2014

Original SMS, Waxan ahay Gudoomiye matalayo 97 qoys oo ku nool Baladweyn waxan nahay qaxooti ka imaado meelo badan ee dalkan. Waxaan dooneynaa...

FAQ/Appreciation/DRC/Baladweyne/Processed 🕒 14:11 Apr 04, 2014

Original Voice call, waxan halkan mahad balaaran u dirayaa hayada DRC oo naga caawisay barnaamijkan dib u dajinta. Hada beerahanaga ayaan...

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Filter Reports By

[Category](#) [Clear](#)

- COMPLAINT 69
- Reintegration Activities 2
- Beneficiary Selction 0
- SMP 60
- LOGISTICS & DELIVERY 7
- ASSISTED 153
- Gu 2013 5
- Deyr 2013 74
- Gu 2014 4
- Deyr 2014 70

[Location](#) [Clear](#)

[Type](#) [Clear](#)

[Media](#) [Clear](#)

[Verification](#) [Clear](#)

[Custom Fields](#) [Clear](#)

[Reset all filters](#)
FILTER REPORTS

Type of feedback received :

- Information on the security of the return area
- Need for extra support
- Request for humanitarian assistance.
- Quality and quantity of services provided.
- Appreciation of support from the Somalia Return Consortium

Example of Feedback received : “We would like to inform you that we have crossed the border from Kenya and returned to Somalia. But we are stuck in the outskirts of the border town Dholeby for one hour without knowing what the reason for this delay is. Our children are affected by the situation and cannot cope with the heat here. “

Response of the Somalia Return Consortium : The Somalia focal point liaised with the local authority who in turn instructed the check point managers to allow the family to proceed with the journey.

Key success factors

- Management commitment of agencies involved into the Return Consortium beneficiary feedback mechanism and adequate resources
- No cultural barriers in using the mechanism/ Roll out of the feedback mechanism to all returnees.
- Network coverage in all return areas. Beneficiary culture of using phone.
- Operational system that can be used to capture both operational and sensitive complaints.
- UNHCR funding ensuring the service is free to beneficiaries
- Maximum utilization of other products like clickatel to enhance feedback for beneficiaries, Interactive Voice Response and sms live monitoring and sms tracker for accountability purposes

Challenges to be overcome :

- Telecom service providers charging beneficiaries for services despite the fact that costs are already covered by the system.
- High level of illiteracy among the beneficiaries to use SMS.
- Roll out of the feedback mechanism especially in insecure areas.



You want support to develop a good practice fiche ?
Please contact Astrid de Valon, devalon@unhcr.org

IASC Task Team on
Accountability to
Affected Populations
and Protection from
sexual Exploitation and
Abuse (AAP/PSEA)