Standard Operating Procedures (SoP)
for Information Hub and Information Service Centre

Communication with Communities Working Group
Cox’s Bazar, Bangladesh
March 2019
This SOP outlines the **Communication with Communities Working Group’s (CwC WG)** operational directions for the information service centers that serves as the camp level static facilities for information provision and complaint & feedback centers in the Rohingya Refugee Response, Cox’s Bazar, Bangladesh.

*It is drawn up within the Info Hub sub-group under CwC Working Group and with further consultation with members of the group as well as with a range of other stakeholders including sectors, working groups, UN, INGO, NGOs etc. As an operational guideline, it is a living document, intended to be updated as the situation evolves.*
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BACKGROUND

Since 25 August 2017, Bangladesh has welcomed over 923,000 forcibly displaced Myanmar Nationals (FDMN), who require immediate, large-scale humanitarian services to address their basic needs. Recent multi stakeholder needs assessments, have identified that majority of the new arrivals either have little knowledge of how and where to access services or are not aware of services being available or provided to them. They also need rapid and complete information and knowledge on key life-saving/priority practices. Equally important the community engagement, decision-making and participation of community in different service provision. It is also important to receive and effectively respond to all feedbacks and complaints in a timely, efficient and honest manner, to ensure an effective humanitarian accountability.

As part of the response, the members of CwC Working Group are running around 90 “Information Hubs (Info Hub)/Information Service Centre (ISC)” and are operating multi-sectoral information hubs, which aim to provide information to affected people as well as provide a route for community members to ask questions, give feedback or lodge complaints about services they are receiving. This document sets out a common protocol by which such questions, complaints and other feedback received by information hubs will be dealt with.

RATIONALE

Ensuring that feedback is collected, disseminated to the right people, meaningful action taken and response given, will contribute to a more efficient, relevant and localized response. In coordination with service referral pathways, this system will enable a mechanism that can assist in people being able to make informed and good decisions for themselves and their families.

APPROACH

Any agency can establish Information Hub(s) as a core part of their efforts to respond to the Rohingya influx in Cox’s Bazar. Agencies will independently operate and manage their own Information Hub(s). To maximize access to accurate information, ensure coordination, and support wider accountability efforts, Information Hubs are expected to coordinate closely with site management at site level – the CiC, and the Site Management Support (SMS) agency. This includes attendance of site-level coordination meetings where human resources allow and sharing of anonymized feedback trends with SMS agencies in accordance with individual agencies’ protocols. Information Hubs agencies should receive updated service mapping from SMS agencies.

The Info-Hub Sub-Working Group (Info-Hub SWG) will provide additional, technical guidance on the following:

- Information and referral to service delivery points
- Disseminate life-saving messages
- Demonstrate behaviors
- Receive and respond to community feedback, questions, grievances and complaints.
INFORMATION HUB OPERATING SYSTEM

All feedback that is provided directly through Information Hub should be recorded. However, if a member of staff or volunteer attached to an Information Hub receives feedback whilst in the community, they should record as much information as possible and convey this to his/her Information Hub base. Similarly, if a moderator of community consultation normally works with an Information Hub, then any feedback from audiences should be documented and sent to his/her Information Hub base for further action. The same is true for any mobile outreach teams who are connected to an Information Hub. They should record feedback in their feedback log or notepad, clearly indicating that it was collected by a mobile team, and relay the feedback to the Information Hub that they are working from. The feedback response then follows the same steps as feedback provided directly to the Information Hub, as set out below. If there is information to be relayed to the community members, this should be done through the mobile outreach teams.

Community mobilization staff or volunteers; outreach teams; listening group facilitators; and others who collect feedback but who are not associated with an Information Hub may wish to informally share particular feedback items with an Information Hub(s) in the relevant area, in accordance with their own agency’s SOP. This might be useful in helping the Information Hub to prepare for or react to similar questions; or to help highlight issues of concern in a particular geographical area.
SETTING UP INFORMATION HUB

- **Allocate** a suitable space for the information points to be located. It must be accessible while also allowing for the possibility of private conversations on confidential complaints.
- **Communicate** the availability (opening times) and location of the information points to stakeholders (humanitarian actors, community representatives) in the area that may need to share information with or refer persons of concern to the information point teams.
- **Train** information point teams on how to receive and report feedback and complaints (including sensitive issues), identify key protection risks, and use the referral processes that have been set up (see Information Point Induction Pack).
- **Provide an information package** with written information on the services available in the area, including contact details for the appropriate people for referral of protection and operational issues. Consistently advise the team of any changes in assistance and policies.
- **Provide adequate resources** for the effective functioning of the information point (see Information Point Checklist) and consistently monitor timely referrals and responses.

Branding of the information Hub

- Information Hub common logo;
- a banner with agency logos;
- visible IDs or name tags.

INFORMATION HUB TEAM AND RESPONSIBILITIES

The information Hub team should consist of

- at least 2 staff (men and women);
- someone with knowledge of Chittagonian or Rohingya language;
- volunteer(s) from the refugee population (where possible);
- Field experience in dealing with refugees and traumatized population

Responsibilities

- Operate an Information Hub at the designated location according to agreed opening hours.
- Record feedback and complaints in logbook or notepad.
- Refer complaints and feedback in line with established referral processes.
- Ensuring outreaching to the community hence promoting the awareness of the information point in the area of operation.
- Being “inside” the community by working closely with the established community structure as well as working with Imams, teachers, Majhis, women groups, youth groups, persons with disability, among others.
- Presence at the information point during opening hours whilst reaching out to the community in accessing the information point by division of task between the 2 staff.
- Building on local “Knowledge bank “that will lay down foundation in Providing updated FAQs, and relevant information for the different locations as needed. Share this regularly with other Information Hubs within the local area.
- Monitoring the information needs of the community and providing life-saving messaging/ and also initiating awareness session when necessary.
- Sharing updated report from all the information hubs (daily, weekly and monthly).
TRAINING AND SENSITISATION

This aims to ensure the smooth functioning of the systems and includes:

- The skills on how to receive feedback, including inter-personal communication, that may not be consistent across staff and partners. Training and sensitization will be necessary for all staff and partners interacting with the community (including support staff, drivers, volunteers) as the community will not distinguish between roles and should be able to provide feedback to anyone from UN or Implementing Partners. A mandatory short orientation training for all staff (between 1-3 hours) will be conducted to ensure there are the skills and the awareness to handle feedback or complaints.

- More in-depth training on the systems, skills and principles of the feedback systems for local implementing partners. Training for responding to sensitive case is also essential e.g. in basic case management, how to collect sensitive information in a culturally appropriate manner, ensuring confidentiality and ensuring that they respect the rights and dignity of the survivor.

- Sectors will be informed of the mechanism and understand timeframes for responding to feedback to enable the response to be communicated to the community member.

- Communities will be made aware of the service, what complaints or feedback can be made at the Information Hubs and what response they can expected, including timeframes. This should also cover what behaviors they expect from staff (code of conduct).

INFORMATION HUB CHECKLIST

Reception Materials

- Banner with logos in Bangla, Burmese and English
- Sign indicating the location of the information point and opening/closing hours
- Table x1 and chairs x4
- Hand-microphone with spare batteries
- Mobile phone (incl. airtime)
- ID card/name tag for information point team
- Logbook or notepad for recording information requests, feedback, and complaints
- Pens and clipboards
- Interagency referral forms/ incident referral forms

Communication Materials

- Updated FAQs (tokens, services available, etc.)
- Updated schedule of distributions
- Location service map and contact list
- Pictorial list of services in the location
- Interagency and sectoral messages/posters

Information Point Checklist

- Minimum two staff and where possible community outreach volunteers/members
- Safe and respectful environment with possibility for private conversations
- Key messages and announcements are dInfo hub operating agency layed (services provided)
Information Point Team Induction

- Protection principles and humanitarian fundamentals
- Code of Conduct and PSEA
- Child safeguarding
- Safe identification and referrals for child protection, SGBV and other persons at heightened, etc. risk
- Communication & facilitation skills (empathy, neutrality, and respect)
- Psychological First Aid for dealing with people experiencing trauma
- Information Point roles, responsibilities and limitations (Dos and Don’ts)
- Daily Reporting and Referral System

INFORMATION MANAGEMENT

- Data will be collated, aggregated and analyzed by the Agency data manager, according to harmonized methods to enable collation with other feedback data sets.
- It is recommended that the agency operating the Information Hub should share anonymized feedback logs with the collective feedback analysis service who will consolidate and analyze feedback at camp level dashboard and also into a product to guide strategic decision-making and programmatic course corrections at a response-wide level.
COMPLAINTS, FEEDBACK OR QUERIES RECEIVED IN THE INFORMATION HUB

Standard arrival greeting at the Information and feedback center
When a member of the community arrives at an Information Hub, it is important to greet the person properly and orient him/her to the services offered. This can help manage expectations and raise awareness that this is not a distribution point for anything other than information.

Suggested script:

*Welcome to the information hub. Please come in and sit down. Let me tell you about this center and who we are. We are run by an organization called …………………………………... who is working to support the situation for Rohingya refugee in the camps. This center provides information and a chance to feedback on services in the camp but does not distribute any supplies, goods or money. We are providing information to people so they can better understand where they can get support and assistance.*

On arrival, female community members should be asked if they would prefer to speak confidentially to a female Information Hub staff member. The Information Hub should have a quiet corner, or somewhere where sensitive discussions can happen without people overhearing. The same should be offered to male community members (sexual exploitation or abuse can happen to women, men, boys or girls). If the community member requests this, then the sensitive feedback protocol should be followed – see below.

What an Information Hub should not do
- Investigate criminal complaints
- Accept gifts or money in exchange for services
- Share information based on opinions or personal judgements
- Make commitments or act on behalf of any UN agency or other organizations
- Register persons
- Distribute assistance
- Provide counselling or case management
- Conflict resolution and mediation

Confidentiality of the collected data
The information people give should be confidential, this will protect their identity and ensure that there is no negative impact of their feedback or complaints. If anyone asks to look at the feedback log who is not staff from the agency in charge of the Information Hub, politely, explain that this is not possible. This is true for any person unrelated to the agency in charge, no matter if they are a journalist, community leader, religious leader, INGO or UN staff.

Anonymized feedback data can be shared with other agencies, including those who are undertaking high- level analysis of complaints and feedback across the different sectors. Such data sharing will be arranged at agency level and it should not be necessary for staff or volunteers working at individual Information Hubs to share data directly with anyone outside of their own agency. In addition, the sensitive feedback (Protection/GBV etc) with the names and identities of the beneficiaries should not be shared with anybody including the government / CIC / military or relevant institutions.
Suggested script:

Thank you for your interest in the Information Hub – please see the poster on the wall that explains how this works. On the board, you can see the total number of visitors and the breakdown of the different kind of feedback. We must protect the confidentiality of the community members coming here and cannot let you see the data (manually or online). If you have a request for specific information, please contact the CwC focal person from the agency in charge of the Information Hub team in CxB.

I hope you can understand why protecting the privacy of the community is vital to the work we are doing, which is based on trust. Thank you for your interest in our work.

If someone gives general feedback or makes a complaint which is not related to a specific agency:

The feedback is logged into the feedback data tool using the categories below as well as a detailed record of the actual complaint or feedback. Depending on the feedback classification different actions will be necessary. The name of the person giving the feedback should not be recorded unless a response cannot be given straight away, in which case it may be necessary to contact the person again to follow up. The Information Hub should designate a focal point for follow-up and escalation (where necessary).

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<tr>
<th>Sector</th>
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<td>Non-Food Items (NFI)/Fuel</td>
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<td>Site Management and Development</td>
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<tr>
<th>Nature of Input</th>
<th>Type of issues</th>
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<td>A Complaint</td>
<td>1 Service point</td>
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<td>B Feedback</td>
<td>2 Quality</td>
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<td>C Query</td>
<td>3 Service delivery</td>
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<td>D Request</td>
<td>4 PSEA</td>
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<td>5 Specialized Counselling</td>
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<td>6 Staff Code of conduct</td>
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<td>7 Others</td>
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Note: Documentation (Smart card, FCN/RCN) related feedback should be recorded under Protection.
If the feedback given is a complaint about the same agency that is running the Info hub

The staff member should:

- Inform the focal point in the CwC team in CxB, who will then provide the complaint to the relevant section or partner. For non-urgent, non-PSEA issues, these complaints will be sent once every 48 hours.
- The Information Hub focal point will then follow up with the relevant section for response after an agreed timeframe (e.g. 48-72 hours)
- The focal point in the CwC team in CxB will communicate this to the local Information Hub, who will log the resolution in their own record and communicate this to the community member, if appropriate.
- Biweekly the most frequent resolutions will be shared with feedback managers from all info-hubs

If the feedback given is a complaint about a different agency

The majority of issues can and should be resolved at the camp or site level. The Info hub operating agency should:

- Inform the local focal point for the agency who the complaint is about (i.e. the local representative in that camp or site) about the complaint. There should be an agreed timeframe for responding to feedback e.g. 72 hours.
- Follow up after agreed timeframe for a response from the focal point.
  - If there is no response, the issue should be escalated to the CxB CwC focal point for the agency operating the Information Hub for follow up with the agency whom the complaint was about.
  - If there is still no response within an agreed timeframe, the CxB focal point for the agency running the Information Hub should raise the issue with the sector.
  - Once the issue is resolved, the agency concerned will communicate this to the local Information Hub, who will log the resolution in their own record and communicate to the community member, if appropriate.

If the feedback or complaint is sensitive/protection related

If the feedback relates to a reported case of sexual abuse or exploitation or any other crime.

- Reports of a sensitive nature should be dealt with a different manner than regular feedback or complaints. The Information Hub staff member should:
  - Have been trained in basic case management – these steps should be followed in particular in explaining that it was not the fault of the survivor and they did the right thing reporting this.
  - In the case that there is a sensitive issue that is raised this should be referred to the PSEA WG, Protection/GBV referral pathways

Interim measure until re: protection referral until camp-level referral pathways exist

1. All information should be handled in a confidential and sensitive manner.
2. As soon as it is clear that the feedback or complaint is of a sensitive nature and/or

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1 Local Information Hubs should ensure that they have a list of the services being provided in their local areas by their organization. This will ensure that they are clear about which services are being provided by the respective agency and its partners and which services are being provided others.
and relates to protection issues. The info hub operating agency should politely stop the discussion, thank the community member for raising the issue, explain that this is not their (community) fault and that they will make sure that the community member has the right support for this sensitive issue.

3. The relevant focal point should be contacted and the complainant will be referred to them.

4. The Info Hub Operating Agency should remain with the person giving the complaint until the local protection service provider has arrived.

5. The IH staff will write down the complaint in register or online data system (i.e. ODK) and refer accordingly esp in the case of GBV

**If someone gives feedback (as opposed to a complaint) about something**
The process of feedback for reporting on a UN body or a non-UN body remains the same.

If the feedback is about programs or services of the same agency that is operating the info hub:

The info hub operating agency should:

- Record the feedback and any additional information in the data tool (manual or online).
- Ask the person giving the feedback if they would like a response and, if so, record their name and location.
- Communicate the feedback to the focal point in CxB, who can then communicate it to the respective programme or partner. For non-urgent, non-PSEA issues, feedback will be sent once every 48 hours.
- The response to this feedback (if requested by the person giving the feedback) should be communicated to the community member via the Information Hub.
- Once the response has been received, the entry in the log book should be recorded as ‘resolved’.

If the feedback is about programs or services of a different agency:

The Information Hub staff member should:

- Record the feedback and any additional information in the log book.
- Ask the person giving the feedback if they would like a response and, if so, record their name and location.
- Inform the camp level focal point for the agency who the feedback is about (i.e. the local representative in that camp or site) about the feedback.
- The response to this feedback (if requested by the person giving the feedback) should be communicated to the community member via the Information Hub.
- Once the response has been received, the entry in the log book should be recorded as ‘resolved’.

If the feedback is not connected to any particular organization’s programs or services:

The Information Hub staff member should:

- Record the feedback and any additional information in the manual or data sets.
- Inform the person that there will be regular communication to the community via the info-hub, that not all feedback will be answered but that information on the most important issues will be shared
• Escalate the issue to either the local (camp-level) lead for the relevant sector; or to the CXB CwC focal point for the agency operating the Information Hub for follow up with the response-wide sector lead
• The response to this feedback (if requested by the person giving the feedback) should be communicated to the community member via the Information Hub.
• Once the response has been received, the entry in the log book should be recorded as ‘resolved’.

If someone has a query
If the information requested is known
• The Information Hub staff member should provide it, recording the information given in the log book. In this situation, there is no need to record the requestor’s name.

If the information requested is not known
• The Information Hub staff member should contact the feedback manager (if any) or the focal point in CxB, who will find out the information at that level.

If someone has a request for a distribution of something
The Information Hub staff member should
• Log the request and direct the person to the respective service provider, if any. If not sure, they can be directed to Site Management authority.
• The entry in the data tool should be recorded as ‘resolved’

In all cases the information should be recorded in the Information Hub’s record book/app/tool, so that it can be easily retrieved in future. If the Information Hub staff member feels that the same query is likely to be raised at other Information Hubs in future, s/he should consider sending a copy of the query and the answer, through their agency CXB CwC focal point, to other Information Hubs.
Standard Operating Procedures (SoP) for Information Hubs for Emergencies (Monsoon and Cyclone)

What an Info-Hub/IFC should do before an Emergency

Monsoon/Cyclone Preparedness Communication before an Emergency

✓ Before an emergency, Information Hubs will collect up-to-date warning and precautionary message from
  CPP and disseminate key preparedness messages to the service seekers.
✓ All information hubs to display key preparedness messages following CwC Emergency Preparedness
  Message library (Shonjog)²
✓ Consider working with Imams, teachers, Majhis, women groups, youth groups, persons with
disability, media and other existing channels to reach families and individuals in providing
lifesaving preparedness messages.
✓ Information hubs, that have, community mobilisers/volunteers linked, to conduct house to
  house mobilization.
✓ Information hubs to encourage communities to listen to radio with lifesaving messages (what
  they should do and should not do) to prepare and respond.
✓ Also inform communities about the operational timings of Info Hubs before, during and after
  an emergency
✓ Disseminate information on what to do and what not to do in an event of an emergency using
  existing communication channels, networks and modalities like house to house visits, group
  communication and radio.
✓ Record feedbacks and complaints in logbook or notepad and refers complaints and
  feedback in line with established referral processes.

What an Info-Hub/IFC should do during an Emergency

In case of any emergency with potential risk to aid workers and the information hub facility, it is likely
that some information hubs will not be able to continue operation with full functionality. However,
the operating agencies are advised to identify ways to continue minimum services may be through
community volunteers who reside within the camp/locality. Again, it depends on operating agency’s
security instructions which again depend on the multiple factors including likelihood of the
staff/volunteers being affected. It is highly suggested to assess the situation properly and always use
the “Safety First” principle in such cases.

✓ In the event of an oncoming cyclone or severe storm, Info Hubs/IFCs will re-enforce
  warning signs through loud speakers/ mega phones
✓ Provide directions and other guidance for safety and security like where to take shelter etc.
  through loud speakers/ mega phones

What an Info-Hub/IFC should NOT Do during an Emergency

✓ Should not investigate criminal complaints (not even in normal time)
✓ Should not accept gifts or money in exchange for services (not even in normal time)
✓ Should not share information based on opinions, perceptions or personal judgments
✓ Should not be used as a place for distributing relief assistance
✓ Should not provide case management services except referral to relevant actors
✓ Should not involve in conflict resolution and mediation

### What an Info-Hub/IFC should do after an Emergency

✓ Immediately after an emergency given accessibility and functionality of the facility, the Info hubs/IFCs should will re-open on the normal times as soon as possible.
✓ Provide the information of availability or unavailability of service centers (damaged/partially damaged/non-operational) to community members.
✓ Provide information on the availability, location (in case it is another Info Point) and the time-schedule of the Missing Persons & Tracing Point’s service where adults family members (both men and women) who are missing can be reported, traced, found and reunited with their family, after due protection process has taken place.²
✓ In relation to the above, provide a basic, but secure and confidential space (with some chairs and a door, etc.) to ensure confidentiality and dignity, to be used by the Protection & registration staff who will carry out the above activity. One Info Hub staff member should also be identified as the focal point for the activity and will be in regular contact with the Registration & Protection staff for day to day information sharing and planning of the activities, as well as with the Protection Sector coordination emergency focal point accordingly, for coordination at times of cyclone and natural disaster.

### Minimum Common Service Package (MCSP)

✓ All Info Hub/IFC should maintain a minimum checklist
  - Banner with logo
  - Sign indicating the location and opening hours
  - Mobile phone
  - Visibility vest and ID
  - Logbook or/and notepad
  - Interagency referral forms/incident referral forms
  - Pen and clipboard
  - Updated FAQs
  - Schedule of distribution (if available)
  - Safe and respectful environment with possibility of private conversation
  - Information package with monsoon preparedness key messages and updated FAQs
  - Necessary communication equipment (loud speakers, mega phone etc)
  - Staff to remain present to re-open and run an info-hub/IFC except after an emergency

With support from CwC WG/Emergency Communication Taskforce, Information Hubs/IFC partners staffs should be trained on the basics of emergency preparedness, community engagement engaging methods during emergencies, general protection, self-care and life skills.

### IFC/Info Hubs – if damage to physical structures

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² For more information on this, please refer to the Protection Sector coordination team and to the Protection Sector WG
In the event of partial damaged/fully-destroyed, Info-Hubs/IFCs should consider setting up Temporary Information Points including mobile Hubs/IFCs or desks in suitable structures and maintain the minimum check list

Feedback and complaints and two-way communication

- Record/gather feedback and complaints at the information hubs and relay to various agencies for further synthesis, dissemination and action.
- Maintain camp/field level coordination with CiC, Sector Focal Points (specially site management) etc. during an emergency.
GLOSSARY

Case management Following the appropriate policies and procedures to determine the outcome of a report of violence, exploitation and abuse (including sexual exploitation and abuse).

Child Any individual under the age of 18, irrespective of local country definitions of when a child reaches adulthood.

Child protection Preventing and responding to violence, exploitation and abuse against children – including [but not limited to] commercial sexual exploitation, trafficking, child labour and harmful traditional practices.

Code of conduct A set of standards about behaviour that staff of an organisation are obliged to adhere to.

Complaint Specific grievance of anyone who has been negatively affected by an organisation’s action or who believes that an organisation has failed to meet a stated commitment.

Complainant The person making the complaint

Complaint mechanism or procedure Processes that allow individuals to report concerns such as breaches of organisational policies or codes of conduct. Elements of a complaints mechanism may include suggestion boxes, whistleblowing policies and designated focal points.

Confidentiality An ethical principle that restricts access to and dissemination of information. In investigations on sexual exploitation, abuse, fraud and corruption, it requires that information is available only to a limited number of authorised people for the purpose of concluding the investigation. Confidentiality helps create an environment in which witnesses are more willing to recount their versions of events and builds trust in the system and in the organisation.

Feedback The information sent to an entity (individual or a group) about its prior behaviour so that the entity may adjust its current and future behaviour to achieve the desired result.

Focal point A person designated to receive complaints (including specific focal point for complaints about sexual, exploitation and abuse by staff or partners)

Interpersonal Communication (IPC) The process of exchanging information, ideas, thoughts and feelings between two people or among a group of people using verbal and nonverbal messages. The exchange allows them to receive immediate response or feedback that can lead to mutual understanding, agreement and action. IPC can happen in a face to face/direct setting or in a mediated/indirect setting, e.g., letter, email; video, audio or SMS, telephone and internet exchange.

Query A question or a request for authentic information about something which resolve one’s doubts about it or to check its validity or accuracy from an authority

PSEA (Protection from Sexual Exploitation and Abuse) The term used by the UN and NGO community to refer to measures taken to protect vulnerable people from sexual exploitation and abuse by their own staff and associated personnel.
ANNEX

Suggested data points for collection and database

These are the suggested minimum data entry points. Please note that there’s a difference between data points for collection (feedback forms, apps etc.) and data points for the database at the backend. These data points should be kept to a minimum to make them more actionable for organizations.

These would be suggested minimum standard for any kind of feedback collection. Organization of course may add their own relevant questions, this is the minimum not the maximum.

This needs to be combined with training on expectation management (for example if you don’t give your shelter number we can’t find you to give you an answer etc., but agreeing on the processes (referral etc.) will be the next step). These data points have been discussed in the CwC accountability SG with input from site management.

1. Collection/ data entry points

Mandatory:

- Date
- Gender
- Age (should be age range)
- Camp
- Feedback box
- Does the feedback need follow up?
- Is it a protection issue?
- Comment box (for anything else that’s relevant.)

Optional:

- Shelter number
- Name
- Food distribution number

2. Database (in addition to the data points from collection):

- Who collected feedback?
- What sector(s) does it relate to?
- Topic: keywords that have become relevant through the collected data, for instance ‘travel’ ‘religion’ in order to showcase issues that might be cross-sectoral or fall through the gaps i.e. requests for Burikas)
- Answer to feedback
- Response: closed/referred/open
- Referred – who/which org/sector did you refer to/when?
- Date follow up with organisation/sector
- In-actionable
Feedback/Complaint process flow chart

START HERE

Welcome the visitor and explain what the info hub is for

Offer a confidential space and a female staff member, and arrange these if requested

Does the visitor have a question; or want to give feedback / complaint?

Question

Non-sensitive feedback/complaint

Is it a general feedback / complaint or about a specific agency?

General

Log the feedback/complaint, (NO name)

Explain that visitor can come back for an update in 2-3 days

Pass feedback to relevant local sector lead

Record response in FAQ if relevant. Mark “resolved” in log and finish

Sensitive feedback/complaint

Use PSEA / Protection / GBV referral path immediately

Stay with visitor until local protection service provider arrives

Do you already know the answer?

Answer known

Answer not known

Contact local site management or service provider to try and find the answer

Log the question, answer and any referral (NO name) and finish

Provide the visitor with the answer (refer if necessary)

Log the question (NO name) and explain that the visitor can come back for an update in 2-3 days

Provide the visitor with the answer (refer if necessary)

Can you find the answer quickly?

Yes

Log the question (NO name) and finish

Yes

Record the answer in the FAQ

No

Log the feedback/complaint, (NO name) and finish

Explain that visitor can come back for an update in 2-3 days

Pass to local contact at relevant agency

Do you have a local contact for that agency?

No

Pass to supervisor for resolution in CXB

No

Resolved within 72 hours?

Yes

No