This document outlines the minimum components for Standard Operating Procedures for Feedback/Complaints Mechanisms in Yemen. It is expected that organizations include each component in a written document that describes the overall feedback/complaints mechanism(s).

### Components

1. **Target population** of the mechanism
2. **Scope/Purpose and place within organization** (i.e. M&E Unit, Programme, etc.)
3. **Description and rationale for communications modality**
4. **How feedback/complaints mechanism is promoted to target population**
5. **Procedure to raise complaints**
6. **Time bound Steps to deal with internal (regarding staff) and external complaints (non-staff)**
7. **Investigation procedures and time frame**
8. **Provisions for confidentiality, non-retaliation and safety**
9. **Safe referral process**
10. **Time bound documentation of resolution and communication with complainant**
11. **Monitoring, Data compilation and submission to Community engagement working group** (see indicators below).

### Collective Monitoring Indicators (For reporting to the Community Engagement Working Group)

*Note, these indicators should be disaggregated by sex, age and geographic location, when possible:*

- Mechanisms for complaint
- Participation
- # of cases reported/# of cases per category;
- # of cases resolved;
- # of cases referred;
- # of cases received by referral;
- Average length of time to resolve cases
- Origin/Source of the complaint (i.e. Staff, non-beneficiary/beneficiary, authority, etc.)
- Average length of time to report cases to appropriate unit
- Satisfaction of the complaint
- Documentation of organization’s response