



**Minimum Components of Standard Operating Procedures
for Feedback/Complaints Mechanisms
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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