

GENERIC COMPLAINTS MESSAGE TO BE PRINTED ON THE BACK OF RATION CARDS

If you are concerned about the quality of the (NAME OF PROGRAMME) or the way in which it is being carried out, or if you are concerned about the behaviour of staff or volunteers linked to (NAME OF PROGRAMME) you have a right to complain and to receive a response to your complaint.

All complaints will be treated confidentially. This means that only those who really need to know will be informed about complaints. Please do not make anonymous complaints.

(OXFAM OR PARTNER) commits to protecting and supporting anybody involved in making a genuine complaint.

Examples of issues you may want to complain about:

- Acts of corruption
- Poor quality of materials being distributed / poor workmanship in latrine construction (COMPLETE AS APPROPRIATE FOR PROGRAMME)
- (OXFAM OR PARTNER) not keeping their commitments
- Insufficient consideration of the needs of the most vulnerable / women / children in the programme
- Insufficient knowledge about the programme to enable participation
- Security risks associated with the programme
- Being coerced into a relationship so that your name can be registered on the beneficiary list / you can work on the programme (COMPLETE AS APPROPRIATE FOR PROGRAMME)
- Being threatened that your name can be deregistered/removed from the beneficiary list if you do not comply to the demands of the humanitarian staff
- Being inappropriately touched, for example for women and girls someone touching or fondling your breasts, or any part of your body
- Lack of respect from (OXFAM OR PARTNER) staff
- Acts that make you suspicious and are likely infringing on your rights or someone else's rights

If any of the above acts have happened, or continue to happen, you have the right to inform the following authorities:

(COMPLETE AS APPROPRIATE FOR PROGRAMME)

- Village Relief Committee
- Village Development Committee
- Monitors from Oxfam
- Oxfam Manager at the field office
- Oxfam Manager based at the Oxfam national headquarters office (*describe location*)
- You can also write your complaint and place it in the complaints box available at...
- District Commissioner
- Police Station

We also welcome positive feedback, please do also tell us if we have done something well!