

## Understanding existing practice among Save the Children UK’s partners in handling complaints - Bangladesh

### Complaints Handling Questionnaire

#### Background

As one of the 22 members of Humanitarian Accountability Partnership (HAP), Save the Children UK (SCUK) has made a commitment to take into account the views, needs and capacities of disaster survivors so that the quality and effectiveness of their humanitarian work is improved.

As part of the recent Cyclone Sidr response SCUK undertook an accountability self-assessment to review good practice and gaps in accountability towards disaster survivors in one location, focusing specifically on information sharing, participation and complaints handling. As follow-up to this SCUK is interested to understand more about existing practices among partner NGOs in handling complaints from local communities, with a view to starting a dialogue among partners on what practices exist, what works, and what can be implemented during current and future humanitarian response programmes.

This questionnaire is the start of this process and will enable SCUK to capture and map out existing practice across their partner NGOs operating in Bangladesh.

#### Notes for those answering the questions:

- 1) Staff are encouraged to spend time in a group to discuss and answer the questions.
- 2) The form is structured with questions in grey followed by boxes for answers below. Please write your answers on the form – the answer boxes will expand as you type.
- 3) The questions are not meant to find fault but to identify existing practice. Sensitive answers will be kept confidential.
- 4) There are no ‘right’ or ‘wrong’ answers; please answer as honestly and in as much detail as possible so that you and SCUK can gain a better understanding of current practices.

#### Box 1 - Terms used

*Beneficiary* – there are a number of terms for the end user of humanitarian assistance, including beneficiary, disaster survivor, client, and project participant. Throughout this form, we have used the word beneficiary, not because we necessarily think this is the best term, but for simplicity.

*Complaint* – a formal expression of dissatisfaction or discontent about something.

*Feedback* – a positive or negative informal statement of opinion about something.

*Complaint and Response Mechanism (CRM)* – a formalised mechanism that provides a safe, accessible and effective channel for individuals to raise complaints and for a response or redress to be given. The questions on this form focus on CRMs for the beneficiaries you work with and other local stakeholders.

#### The basics

i. Please give the name of your NGO

ii. Name and position of the person(s) completing this questionnaire.

iii. Give the date this questionnaire was completed (dd/mm/yy)

iv. Who should be contact for further information regarding these answers? *Please include contact details*

## Understanding how SCUk's PNGOs currently receive complaints from the communities they work with

1. Do you know of any types of complaints/concerns from beneficiaries and other members of the communities where you work?

YES  NO  (please tick as appropriate)

**If 'Yes' → please continue with the question 2**

**If 'No' → please go to question 4**

2. Please use the table format below to outline what the most common concerns / complaints are, when you hear these, who these are from, how they bring the concern / complaint to your attention, and how you respond.

*This is so we can map out the range of issues your staff are currently responding to and at what stage in the project, who these are from and how your organisation hears about them.*

<u>Common concern / complaint received</u>	<u>When</u> (i.e. during what stage in the project cycle / during what activity) <u>do you hear this concern / complaint?</u>	<u>Who</u> raises this concern / complaint? (i.e. beneficiary, potential beneficiary, host community, non-affected population, partners, donors, authorities etc)	<u>How</u> is this concern / complaint brought to your attention?	<u>How</u> do you respond? (How is this concern / complaint dealt with?)
i.				
ii.				
iii.				

3. What happens when you/your colleague hears a complaint? Please outline the steps that are taken and list who is involved with each step?

<i>Step undertaken once you/your colleague hears a concern/complaint</i>	<i>Who leads this step in your organisation</i>
i.	

ii.		
iii.		
iv.		
v.		
4. What may prevent an individual from the communities you work with from raising concerns/ complaints?		
i.		
ii.		
iii.		
iv.		
5. At present how easily do you feel the following groups of people are able to communicate concerns/complaints with your organisation?		
<i>Group</i>	<i>How easily? (very, medium, not)</i>	<i>Why? Explain your answer</i>
i. Women		
ii. Children		
iii. Disabled people		
iv. Elderly		

6. How could you improve the way communities are enabled to bring concerns/complaints to your attention?

i.

ii.

iii.

7. How could you improve the way in which your organisation addresses concerns / complaints raised by community members?

i.

ii.

iii.

8. Please add any information that you think would be useful in the context of this work but that has not been captured above.

*Thank you for taking the time to complete this questionnaire!*