

"making humanitarian action accountable to beneficiaries"

Principles of Accountability

1) Commitment to humanitarian standards and rights

Members state their commitment to respect and foster humanitarian standards and the rights of beneficiaries.

2) Setting standards and building capacity

Members set a framework of accountability¹ to their stakeholders.

Members set and periodically review their standards and performance indicators, and revise them if necessary.

Members provide appropriate training in the use and implementation of standards.

3) Communication

Members inform, and consult with, stakeholders, particularly beneficiaries and staff, about the standards adopted, programmes to be undertaken and mechanisms available for addressing concerns.

4) Participation in programmes

Members involve beneficiaries in the planning, implementation, monitoring and evaluation of programmes and report to them on progress, subject only to serious operational constraints.

5) Monitoring and reporting on compliance

Members involve beneficiaries and staff when they monitor and revise standards.

Members regularly monitor and evaluate compliance with standards, using robust processes.

Members report at least annually to stakeholders, including beneficiaries, on compliance with standards. Reporting may take a variety of forms.

6) Addressing complaints

Members enable beneficiaries and staff to report complaints and seek redress safely.

7) Implementing partners

Members are committed to the implementation of these principles if and when working through implementation partners.

¹ Framework of accountability includes standards, quality standards, principles, policies, guidelines, training and other capacity-building work, etc. The framework must include measurable performance indicators. Standards may be internal to the organisation or they may be collective, e.g. Sphere or People in Aid.

