

Feedback and complaints: useful and relevant for affected populations? LESSONS from NIGER

ALNAP Annual Conference 2014



OXFAM

Why action-research on feedback and complaints mechanisms?

FIELD-BASED REQUEST

Simplify based on what it is considered essential/QUALITY:

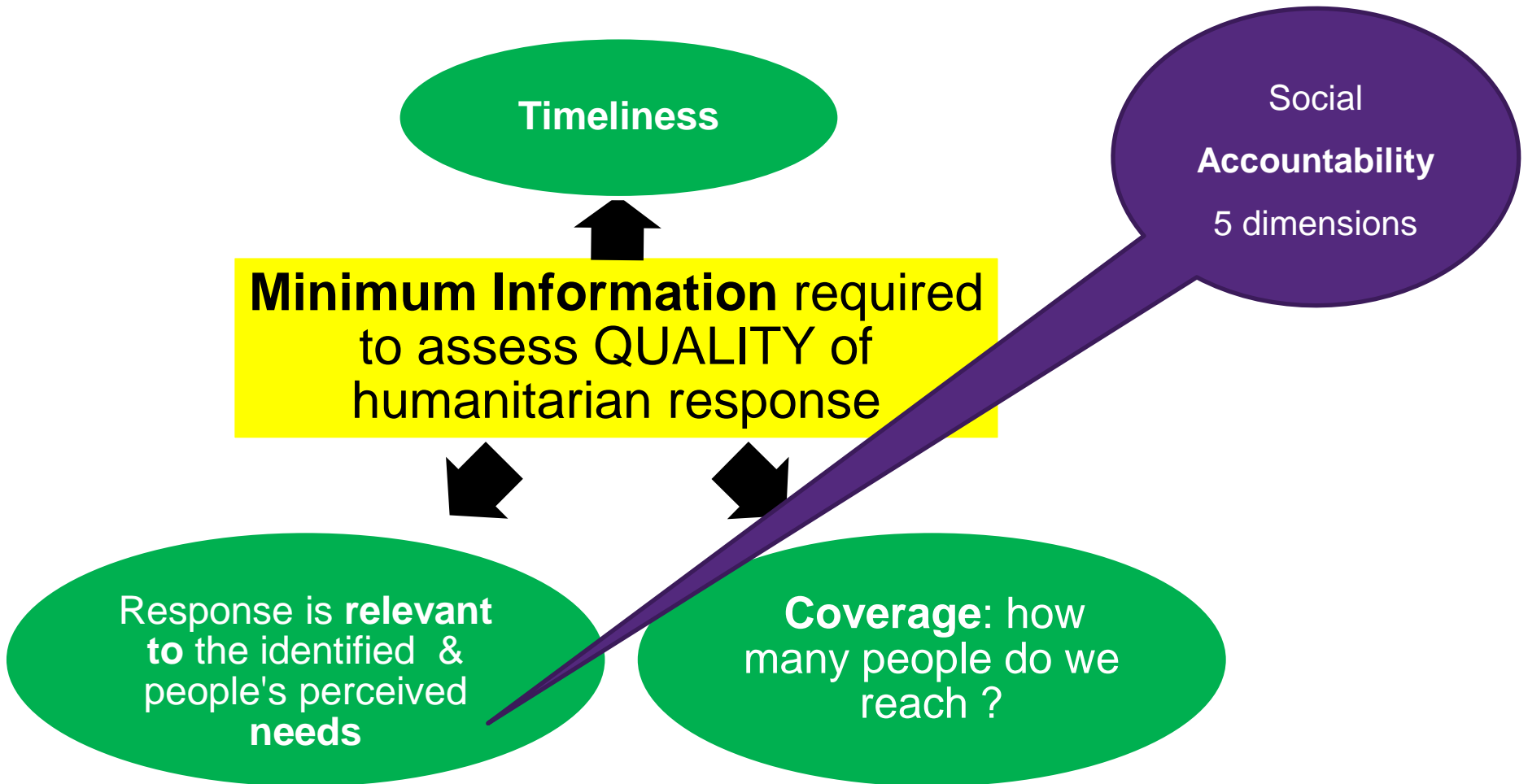
- What is **USEFUL & RELEVANT** for affected population groups?
- **Need to Know versus Nice to Know**

METHODOLOGY

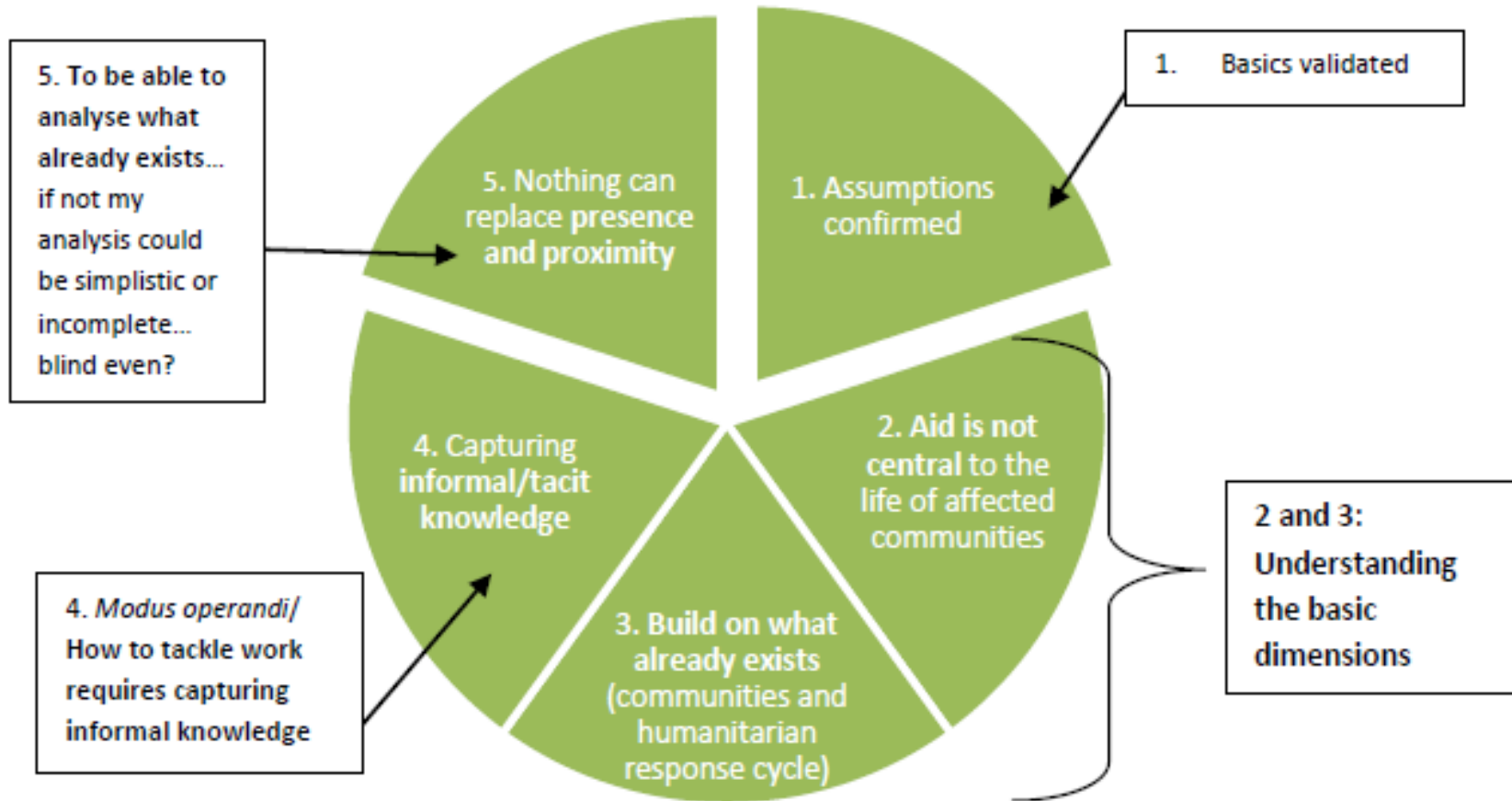
- Phase 1: Literature review (Oxfam and humanitarian system)
- **Phase 2: Niger learning from experience; qualitative and participatory methods**
- Phase 3: Piloting the learnings in an emergency setting



Need to Know: QUALITY



5 key messages from NIGER



As simple as possible... as complex as necessary

Some challenges ahead

- **Linkages with effective learning:** a context-tailored balance between community consultation and participation & taking advantage of lessons from the humanitarian system
- **Simple vs Multiple mechanisms:** different types of complaints, non-homogeneous groups of affected population
- **Local Knowledge vs International Standards:** respect and understanding of local dynamics & humanitarian principles in action



A person is walking away from the camera across a vast, flat, and severely dry landscape. The ground is cracked into a complex pattern of polygonal shapes, indicating extreme drought. The horizon is low, and the sky is a clear, pale blue. The overall scene conveys a sense of hardship and environmental crisis.

Questions and comments?

...Thanks/Ameseginalu !

Luz G Saavedra, Humanitarian MEAL

