The role of feedback mechanisms in improving accountability to affected population:

Experience, lessons and successes in WV Sudan program

Presentation abstract

Explores how establishing and using a feedback mechanism can contribute to broader work around improving accountability to affected population

Highlight how feedback mechanisms can complement information provision, communication and consultation with aid recipients

Share challenges, opportunities and lessons learned by World Vision Sudan in designing and adapting a feedback mechanism in South Darfur – IDP camps.

World Vision

Some questions & queries posed

- *Why collect more complaints from these people yet we have so many unresolved – Darfur Authorities*

- *This will not work in our culture – WV staff*

- *This will bring more work load for us – WV staff*

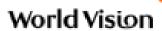- *If its not tailor made to our context, it will not work – WV Staff*

Key questions answered
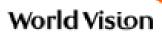
WHAT

HOW

WHY

Feedback mechanism and other accountability components

- Giving feedback to aid recipients enabled WV to provide information and engagement on regular basis

- Soliciting and acting on feedback from aid recipients promoted consultation, communication between WV & beneficiaries and trust was built.

- Based on feedback from beneficiaries, acceptable and realistic participation strategies were developed and mainstreamed
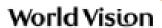
Our experiences/opportunities

- Respecting cultural setup & involvement of community leaders, women and children promoted acceptance of the system.

- Setting clear parameters for the feedback system based on simplified guidelines made it easy for the frontline staff to rollout the mechanism

- Translation of tools and guidelines to Arabic enhanced understanding of the mechanism by both staff and the community

Our experiences/opportunities…

- Creation of a feedback database made it possible to analyze and timely compile concise reports for management action.

- Competency based learning labs improved capacity of the field teams in mainstreaming feedback mechanisms.

- Adequate resources in terms of money, personnel and simplified documents (Programme Accountability Framework, Food Assistance Accountability policy)

Lessons learned

1.   Introducing accountability system/feedback mechanism midway into the program implementation raises a lot of questions and suspicion from both staff and stakeholders

2.   Aligning complaints handling mechanisms to traditional methods used by the communities to air their grievances increased acceptance and trust

3.   Developing simple and user friendly tools and guidelines led to smooth training and roll out of the system

4.   Monitoring the system for continuous improvements resulted in some modifications embraced by the community e.g. inclusion of women as Community Help Desk Focal persons, mandatory pre distribution meetings, etc

Thank you

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