Haiti Case Study

'Review of Day one - in practice'

Haiti Case Study: Group Work

1. What did the case study reveal about community leadership?
2. What was the most relevant learning for you in terms of establishing a CBCM?
3. What elements were missing from the process?
4. Identify the elements of an effective CBCM developed in the Joint Complaints and Response Mechanism (JCRM).

Complaints Mechanisms

Other Examples

Protection clubs – South Sudan, Save the Children

- Training for children on rights, issues etc.
- Safe space, so a deterrent to abuse
- Linking with child protection committees
- Brings vulnerable groups to the aid workers

Flooding/disaster preparedness – Cambodia, CARE

- CM committee set up first – then shared with community for raising complaints

- Entry points: complaints boxes, committee, 2 telephone numbers (CARE & government counterpart);

- Information provided through village information boards and discussed in village meetings

PSEA project, Timor-Leste – CARE

Case study highlighted challenges:

- CM set up specifically related to SEA (led by PSEA Officer)

- Staff threatened by CM – provided no support to staff overseeing it

- Community was consulted, but refused to discuss in public the possibility staff would abuse

- Fear CM would lead to losing aid, upsetting NGO or police would get involved

Changed CM to "**feedback and sharing**" and changed **title** of staff to community liaison officer

Greater discussion with community and effective engagement

Drought, northern Kenya, Tearfund

- First, set up beneficiary reference groups (BRGs). BRGs consist of **independent group of individuals** – receive verbal complaints

- Then, set up **suggestion boxes**
  - "complaints" has negative connotation
  - local leaders **decided location of boxes**
  - checked 2 times a month
  - **response posted publically** on notice boards
  - 5 complaints received a month, on average

Food aid, Ingushetia & Chechnya – Danish Refugee Council

- Set up information centers to raise issues
- Each complaint logged and given number
- Recommendations include **need for gender balance** among information team members; better communication on how systems works

Case studies (HAP) findings and recommendations

IMPORTANCE OF:

- A code of conduct to make enforcement effective

- Participation by beneficiary community in designing a CM usable for any anticorruption or prevention measures

- Building on existing CM to avoid making this an NGO or "outsider-owned" system

- Taking care to adjust CM to local cultural context, including use of term "complaints," taboos of discussing sex, and fears related to politicising use of the mechanisms

Findings and recommendations
(cont'd)

IMPORTANCE OF:

- Keeping CM simple: clarity on how to complain and to whom

- Clarity with all stakeholders (staff and community members) regarding the purpose of the CM and the consequences of violating code

- Ensuring mechanism is accessible to vulnerable populations who may be illiterate, marginalized, or have other difficulties accessing CM

- Basic principles of anonymity, confidentiality and safety, and how to communicate and ensure these

Exercise

Design a checklist that you would share with your organization on setting up a CBCM in a specific context with which you are familiar.

Ensure you consider the principles, risks and barriers.