



Recap

The process

- Background to SEA – milestones
- Reminder of the 6 SGB Principles
- SEA risks in humanitarian/development scenarios
- SEA risks for specific “groups”
- Working with communities – rationale/challenges – role of committees
- Barriers to making complaints
 - Staff
 - Beneficiaries

The process (cont'd)

- Rationale for complaints mechanisms
- 10 principles in establishing a CBCM
- Steps in establishing a CBCM
- Case studies – lessons learned
- Receiving complaints and referrals
- Implementing and monitoring a CBCM

TEST YOUR KNOWLEDGE

A few questions....

The way forward

LIST (one point per post-it note)

- One of the most important or useful things I have learned about CBCMs
- What I need to look into, or change, in my organization's way of dealing with complaints mechanisms
- Action steps I know I want to take
- What I want to think about more