**Accountability to Affected Populations (AAP)**

**Organization Self-Assessment**

Please answer the questions below about the AAP mechanisms that are already in place in your organization. Consider what could be strengthened and where there are opportunities for closer collaboration.

**Basic Information:**

|  |  |
| --- | --- |
|  |  |
| Name |  |
| Organisation |  |
| Function |  |
| Responsibilities related to AAP |  |

**Assessments and Targeting:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | Sometimes | No | Don’t know |
| Do you ask questions to crisis-affected people in assessments about their preferred assistance modality (cash, in kind, mixed)? |  |  |  |  |
| Do you ask questions to crisis-affected people in assessments about their information needs and communication preferences? |  |  |  |  |
| Do you consult a diverse sample of crisis-affected people (including women, men, older people, people with disabilities and ethnic minorities) on draft eligibility criteria before these criteria are shared with the wider communities? |  |  |  |  |
| *Additional comments:* | | | | |
|  | | | | |

**Information Sharing:**

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| --- | --- | --- | --- |
|  | | | |
| What communication channels is your organisation using regularly to share information with crisis-affected people, including information on the eligibility criteria and available assistance? Select all that apply. | | | |
| Community meetings |  | Radio |  |
| Community committees |  | Hotline/helpline |  |
| Community-based organisations |  | SMS |  |
| Community outreach volunteers |  | WhatsApp |  |
| Religious leaders |  | Facebook |  |
| Megaphones / public address system |  | E-mail |  |
| Posters and flyers |  | Website |  |
| Notice boards |  | Television |  |
| Role plays / theatre |  | None |  |
| Fixed or mobile help desks |  | Other / Please specify: | |
| *Additional comments:* | | | |
|  | | | |

**Consultation with Affected Community:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | Sometimes | No | Don’t know |
| Do you consult crisis-affected people, including the most vulnerable (women, older people, people with disabilities, ethnic minorities, etc.), on how they would like to receive what information? |  |  |  |  |
| Do you have a written document that explains which messages should be shared with whom, how and where for each step of the project? |  |  |  |  |
| Do staff regularly review this written document together to make sure that everyone knows what it says and how it should be used? |  |  |  |  |
| Do you make special efforts to ensure that the most vulnerable (women, older people, people with disabilities, ethnic minorities, etc.) receive the information that your organisation and its partners share? |  |  |  |  |
| Do you regularly check with crisis-affected people, including the most vulnerable, if the information shared is relevant and understood, e.g. through focus group discussions? |  |  |  |  |
| Do you go back to crisis-affected people to share the results of any consultations and other participatory processes with them? |  |  |  |  |
| *Additional comments:* | | | | |
|  | | | | |

**Complaint and Feedback Mechanisms:**

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| --- | --- | --- | --- |
|  | | | |
| What complaint and feedback mechanism (CFM) channels has your organisation put in place for crisis-affected people to share their questions, feedback, concerns and complaints? Select all that apply. | | | |
| Permanent fixed or mobile help desks |  | Suggestion/complaint boxes |  |
| Community committees |  | Radio |  |
| Community outreach volunteers |  | WhatsApp |  |
| Community-based organisations |  | Facebook |  |
| Religious leaders |  | E-mail |  |
| Focus group discussions |  | Website |  |
| Community meetings |  | None |  |
| Temporary help desks for targeting/prioritisation |  | Other / Please specify: | |
| Hotline/helpline |  |
| SMS |  |
| *Additional comments:* | | | |
|  | | | |

**CFM Channels:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | Sometimes | No | Don’t know |
| Do crisis-affected people regularly use the CFM channels your organisation has in place? |  |  |  |  |
| Do you consult crisis-affected people on how they would like to provide feedback? |  |  |  |  |
| Do you regularly inform crisis-affected people about how to access the existing CFM and what types of feedback and complaints it covers? |  |  |  |  |
| Is feedback and complaints handling guided by a standard operating procedure (SOP)? |  |  |  |  |
| Does this SOP explain when and how complainants receive responses to their complaints, e.g. information on actions taken? |  |  |  |  |
| Do the CFM SOPs include special procedures for the handling of sensitive cases such as fraud, corruption, GBV and sexual exploitation and abuse (SEA) by humanitarians? |  |  |  |  |
| Do you make special efforts to ensure that the most vulnerable (women, older people, people with disabilities, ethnic minorities, etc.) have access to the existing CFM? |  |  |  |  |
| Is CFM data (including trends and types) analysed so that it can be used in programmatic and operational decision-making? |  |  |  |  |
| Does senior management adapt and improve assistance based on CFM data? |  |  |  |  |
| Does your organisation receive CFM data from partners or inter-agency CFMs so that this information can be analysed together with your own data? |  |  |  |  |
| Do you regularly provide feedback to crisis-affected people on how their inputs were used to adapt and improve assistance? |  |  |  |  |
| *Additional comments:* | | | | |
|  | | | | |

**Monitoring:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | Sometimes | No | Don’t know |
| Does your organisation monitor AAP through a standard set of indicators? |  |  |  |  |
| Do you monitor the satisfaction of beneficiaries with the transfer modality, the information that is being shared and the CFM that is in place, e.g. through post-distribution monitoring (PDMs) or other perception surveys? |  |  |  |  |
| Does senior management adapt assistance, information sharing and the CFM based on AAP data from monitoring? |  |  |  |  |
| *Additional comments:* | | | | |
|  | | | | |

**Resources and Budget:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Don’t know |
| Are there any dedicated AAP focal points in your country operation? |  |  |  |
| Does your operation have dedicated funding allocated to AAP-related activities? |  |  |  |
| *Additional comments:* | | | |
|  | | | |