**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:**

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| --- | --- |
|  |  |
| 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:* |
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