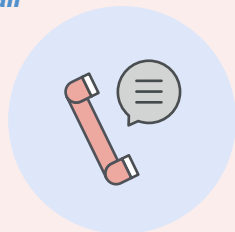




The Yemen Humanitarian Fund (YHF) is a Country-Based Pooled Fund that makes funding directly available to humanitarian partners operating in Yemen so they can deliver timely and effective life-saving assistance to those who need it most. All YHF partners must respect humanitarian principles of humanity, impartiality, neutrality, and independence.

*Beneficiaries can call the YHF call centre to complain if YHF partners are not meeting their commitments on YHF-funded projects. The YHF encourages beneficiaries or whistleblowers who witness misconduct to report it.*



Beneficiaries and whistleblowers can call or text the YHF call centre on **8001234** or send a WhatsApp message to **776266696**. The centre is open between **8 a.m. and 8 p.m.** every day except Friday.



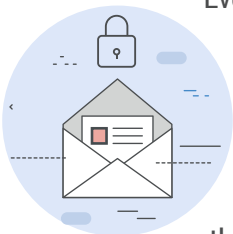
Call or text

**8001234**

Send a WhatsApp message



**776266696**



Everyone who makes a complaint through the YHF Beneficiary Feedback and Complaints Mechanism (BFCM) is treated with confidentiality, courtesy and respect. YHF expects people who make complaints to communicate their concerns fairly and appropriately.

YHF aims to resolve complaints timely. The complainants' identity is kept confidential unless the complainant consents to share her/his details. Complainants who make well-founded complaints and who are dissatisfied with the response have the right to appeal to OCHA Humanitarian Financing Unit by email: [yemenhpfcomplaints@un.org](mailto:yemenhpfcomplaints@un.org)



YHF processed **NEARLY 2,000** feedback notices and complaints through the BFCM in 2020

- The call centre receives calls and messages, identifies the specific YHF-funded projects to which they refer, classifies them based on their content, and registers them in a dedicated database.
- The call centre reports to the YHF management **complaints related to major breaches of code of conduct** such as sexual exploitation and abuse, harassment, fraud, corruption and aid diversion. The YHF management immediately launches investigations into these cases.
- The call centre reports to the YHF partners all other **complaints and feedback** such as exclusion of the most deserving from beneficiary lists, issues relating to the receipt of goods and services, items missing from kits and concerns on the quality of assistance. The YHF partners undertake corrective actions and the YHF verifies if the complaints and feedback were satisfactorily addressed.
- The call centre calls the complainants to inform them of the corrective actions taken.

