



Overview

OCHA as the Managing Agent of the Yemen Humanitarian Fund (YHF) is committed to ensure that the Funds' program interventions are designed in a way which positively contributes to the lives of beneficiaries and communities. To abide by this commitment, OCHA Yemen has developed monitoring modalities which aim at verifying partner self-reported project progress and quality of YHF interventions.

As described in the YHF Operational Manual the main purpose of monitoring is to assess progress made towards set targets and to verify the accuracy of reporting submitted by partners. YHF monitoring and reporting activities have the following key objectives:

- Verify partner progress in delivering project outputs and activities (as per log frame and work plan), the beneficiary targeting process, the use of resources (as per budget) and internal monitoring and reporting systems.
- Triangulate information collected through other means, identify gaps and trends in humanitarian operations and reflect on best practices and lessons learned using findings and recommendations for results management, risk mitigation and public information.
- Strengthen partnership and coordination between OCHA, the partner and the local authorities, and to engage and seek feedback from affected communities.

Accountability to the Affected Population (AAP), and in particular the quality of work and services offered by YHF partners to all beneficiaries, is a key objective of the Fund's monitoring activities. YHF monitoring field visits in 2017 and 2018 revealed weak complaint mechanisms and a lack of knowledge among beneficiaries of their rights and how to complain about poor quality of services. Consequently, OCHA Humanitarian Financing Unit (HFU) decided to establish its own feedback and complaints mechanism to reinforce the beneficiaries' and stakeholders' right to be heard, acknowledging that the existing YHF complaints email (yemenhpfcomplaints@un.org) may not be accessible to all.

Introduction and Purpose

YHF's Beneficiary Feedback and Complaints Mechanism (BFCM) was launched in February 2020 and ensures that beneficiaries and communities can complain if YHF partners are not abiding by the commitments made to them. At the same time, BFCM provides a communication channel for communities to voice their suggestions and provide feedback on YHF project interventions, contributing to improving quality of implemented projects. BFCM is intended for the people the Fund serves and supports, beneficiaries or whistle-blowers who have witnessed any misconduct, aid diversion or similar wrongdoings and would like to report them.

Definitions

A complaint is an expression of dissatisfaction with the standards of service, actions or lack of action by YHF implementing partners or its staff, volunteers or anybody directly involved in the delivery of YHF-funded projects. It is a criticism that warrants a reply and adjusting the course of action. Complaints could include, but are not limited to, the following:

- Concern about the quality of programme delivery;
- Concern about the behaviour of staff, volunteers or contractors.

A complaint must be related to a YHF-funded project and must be within OCHA's sphere of influence to resolve.

A complaint is not:

- A general query about OCHA's or YHF's work
- A request for information
- A contractual dispute

Roles and Responsibilities

The BFCM is operated via a Third-Party Monitoring service provider in Yemen. The following are key roles and responsibilities in BFCM.

The BFCM service provider:

- Receives calls and messages from beneficiaries to a **toll-free number 8001234 and WhatsApp number 776266696** from 8 am to 8 pm, 6 days a week with the ability to record and log any calls received outside these working hours.
- Identifies YHF-projects that the received feedback/complaints relate to and registers the feedback/complaints on the web-based platform.
- Classifies the feedback/complaints according to the pre-defined categories.
- Follows up with HFU and YHF partners on addressing the feedback/complaints.
- Follows up with complainants to inform them of the corrective actions that have been undertaken to address their feedback/complaints.

OCHA HFU:

- Provides the service provider with a list of all ongoing and future projects for project/partner identification when feedback/complaints are received.
- Undertakes investigations on feedback/complaints that indicate a major breach of code of conduct, such as sexual exploitation and abuse, harassment, fraud, corruption and aid diversion.
- Reviews the corrective actions taken by partners in response to all other feedback/complaints and, if appropriate, instructs the service provider to close the complaints.
- Requires that YHF partners include information on BFCM in all project proposals and ensures that partners promote the mechanism among beneficiaries and crisis-affected communities.
- Oversees the implementation of BFCM through monitoring visits.

Implementing Partners:

- Timely undertake corrective actions in response to feedback/complaints received from the BFCM service provider.
- Record corrective actions on the BFCM web-based platform.
- Address HFU's comments on corrective actions undertaken.
- Promote BFCM via partner/project visibility materials and documentation.

Principles of BFCM

Accessibility: Complainants should be able to make a complaint as easily as possible: via toll-free number or WhatsApp message.

Timeliness: OCHA aims to resolve complaints timely.

Confidentiality: Identity of complainants is kept confidential unless complainants agree that their identity and contacts can be shared.

Right to appeal: Complainants who have launched a well-founded complaint and who are unsatisfied with OCHA's response have the right to appeal to OCHA Humanitarian Financing Unit – via email: yemenhpfcomplaints@un.org.

Mutual Respect: Everyone who makes a complaint to BFCM will be treated with courtesy and respect. In return, OCHA expects people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, OCHA reserves the right to withdraw or modify its complaints process.

Part of a learning process: OCHA HFU monitors all complaints, and results of these complaints, and brings this information regularly to the attention of OCHA's senior management and the Humanitarian Coordinator. OCHA HFU regularly updates the YHF Advisory Board on the process.