

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. The YHF has zero tolerance for fraud, corruption and abuse of any sort.

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, aid diversion or other wrongdoing to report to the fund.

Call or text



8001234

Send a WhatsApp message



776266696

YHF call centre is open between

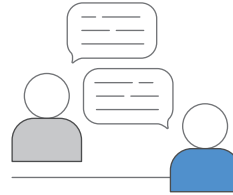


8 a.m - 8 p.m

Every day except Friday.

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 identity of the complainants is kept confidential and is not shared outside the YHF.

Complainants who make well-founded complaints and who are dissatisfied with YHF's response have the right to appeal to OCHA Humanitarian Financing Unit by email: yemenhpfcomplaints@un.org



nearly 2,000

Feedback and complaints processed through the BFCM in 2020

- Call centre operators receive calls and messages, identify the relevant YHF-funded project, and register feedback.
- Operators classify feedback as major breaches of the code of conduct or as other complaints and feedback.
- **Major breaches of code of conduct** include sexual exploitation and abuse, harassment, fraud, corruption and aid diversion.
- Other **complaints and feedback** include exclusion of the most deserving from beneficiary lists, issues relating to the receipt of goods and services, items missing from kits and mismanagement of distributions.
- The call centre reports major breaches directly to YHF management for immediate investigation.
- Other complaints and feedback are reported to YHF partners and YHF focal points for the relevant project. YHF partners must then undertake appropriate corrective action.
- The YHF team reviews the action that partners take and, if appropriate, instructs the call centre to close the complaint.
- The call centre then calls the complainants to confirm the corrective action taken.

