

Welcome to the RSH Nigeria webinar

22 August
2022



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Establishing and Managing Effective Community and Feedback Mechanism

Starting soon

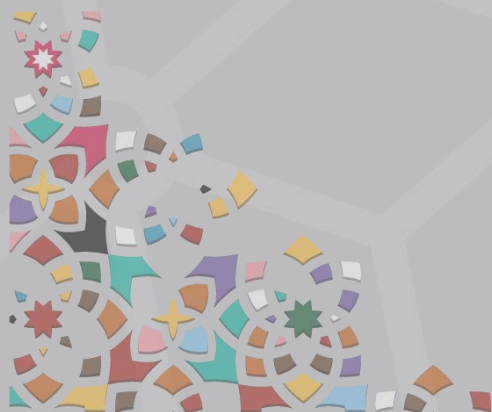
Panelists:

Panelist 1: Oge Chukwudozie, National Representative RSH
Nigeria

Panelist 2: Sabena Ogundele, Accountability Advisor, Save the
Children International, Nigeria

Chair:

Sylvia Nwoko, Communications Consultant RSH Nigeria



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Establishing and Managing Effective Community and Feedback Mechanism

Together, we can build a safer sector

Name: Oge Chukwudozie, National Representative, Safeguarding Resource and Support Hub (RSH) Nigeria



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Overview

- What is Community and Feedback Mechanism?
- Why is Cross Organisational approach required?
- Steps for setting up Community Feedback Mechanism
- Maintaining Community Feedback Mechanism

A Community Feedback Mechanism is

- A way for communities to raise concerns or provide feedback to a CSO
- A way for CSOs to listen to feedback and complaints from community members and respond in a timely and confidential manner
- Feedback or complaints on various topics can come through CFM, including program services or procedures, fraud or corruption or on Sexual Exploitation Abuse and sexual Harassment (SEAH)
- A CFM includes a range of safe, accessible, appropriate channels for all community members

A CFM requires a cross-organizational approach

An effective CFM needs input from different activities and areas of work within a CSO

- Programme monitoring, evaluation and learning (MEL) activities
- Community engagement efforts
- Ways of working with partners
- Financial and audit procedures
- Human resources procedures

10 Steps to setting up a CFM

1. Secure leadership commitment within your CSO to seek and act on complaints/reports.
2. Agree an internal process for handling reports when they come in. Who is responsible for what? How will you support survivors? Who will analyse reports? Who will feedback?
3. Complete a mapping and quality check of local support services and gaps. Make sure all staff can access the details. Develop a plan so urgent cases can be referred to support services.

10 Steps to setting up a CFM Cont..

4. Train all staff to receive reports and to report in line with agreed internal processes.
5. Understand how other CSOs working in the same area are seeking and acting on complaints/reports. Where possible and relevant, identify other CSOs to create a shared CFM with. Where a joint CFM is not possible ensure you can contact other CSOs in case a report/complaint is received against them.

10 Steps to setting up a CFM Cont..

6. Explain to the affected population that CSO staff and programmes should not cause SEAH or other harm. Explain the CSO's intention to be accountable through the CFM and to respond to all reports / complaints received.

7. Consult with different members of the affected population on how they would like to report.

Analyse and consider:

- existing community structures and reporting mechanisms,
- communications channels, languages and locations that the affected population likes, uses and trusts, and
- reasons why different individuals or groups may not report.

10 Steps to setting up a CFM Cont...

8. Decide how to appropriately feed back to the community on a report response. This will vary according to type of report/complaint, priority, confidentiality and anonymity.
9. Set up your channels for affected populations to report. Consider appropriate channels for SEAH reports that are safe and confidential.
10. Raise awareness with the affected population about your CFM.

Maintaining a CFM

- Ensure immediate, appropriate response.
- Follow a clear case handling process that is survivor centered, including a referral pathway based on the services mapped
- Continue to raise awareness with all members of the affected population.
- Maintain confidentiality and protect the data of all cases.
- Regularly ask different groups if the CFM is fit for purpose and accessible (especially if reporting is low). Adapt or establish new channels where systems are not used.
- Document and share lessons, e.g. most used channels.

Establishing and Managing Effective Community and Feedback Mechanism

Together, we can build a safer sector

Name: Sabena Ogundele, Accountability Advisor Save the Children



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Overview

- Challenges in maintaining a community feedback mechanism
- Practical recommendations to overcome challenges
- Examples of common CFM in Nigeria with pros and cons

Challenges in Maintaining a Community and Feedback Mechanism

- **Confidentiality Issues** – This includes ensuring that complaints are treated discreetly, from the point of sharing feedback (the person who reports/whistle blower), to documentation and handling feedback. It involves protection of the identity of people who raise concerns (whether or not the allegation is true)
- **Transparency Issues** – Do communities know their rights and entitlements as regards assistance provided and rights to share feedback/complaint? Are they aware of available mechanisms and how these function?
- **Lack of Trust** – This is a situation where people are not confident in the system either because of the person handling a channel or lack response/action by organisation
- **Safety issues** – The location of a complaint channel may not be safe for either entire community members or a particular group of people in the community

Challenges in Maintaining a Community and Feedback Mechanism

cont.

- **Issues of inclusion/Accessibility** – Available mechanisms not suitable for different groups of people (age, race, gender, disability)
- **Insufficient human/financial resources**- insufficient budgets for complaints handling
- **Closing the feedback loop** – this involves ensuring that response is provided to the person who raised the concern. The time it takes to provide a response varies depending on the nature of the complaint and the standard operating procedure of the organisation. What ever be the case, expected time of response should be communicated to the person who raised the concern.
- **Social/Customary norms/power imbalance** – where norms or beliefs forbid people from speaking up especially on issues of abuse or issues perpetrated by aid workers/people in authority, and stigma of association with SEA
- Other challenges such as connectivity issues, insecurity, improper/incomplete documentation of feedback

Recommendations to Overcome Challenges

- Mechanisms that encourage confidential reporting such as suggestion box, phone line or emails should be available
- Ensure that there are dedicated staff responsible for handling feedback in line with a standard operating procedure (SOP). Database should be managed by such staff and be encrypted
- Consider intersectionality. Consult with different community groups (boys, girls, men, women, persons with disability, minority groups etc) on mechanisms to set up and where.
- Ensure that feedback/complaints are acknowledged and response is provided to communities whether or not the issue raised can be addressed. Further, ensure that expected time of response is communicated to the feedback provider
- Plan for CFM and include budgets in proposals
- Constantly, review your CFMs to check its effectiveness and make necessary adjustments

Examples of Common CFM in Nigeria

Channel	Pros	Cons
Phone lines	<ul style="list-style-type: none">• Direct contact with the organization• Anonymous/confidential• Easy to use• Response is direct and private	<ul style="list-style-type: none">• Limited by network connectivity• May be overwhelmed• Delay in response• Limited to phone owners or people with access to phones
Suggestion Boxes	<ul style="list-style-type: none">• Private and confidential• Can write about anything and in any language• Readily available	<ul style="list-style-type: none">• Limited by literacy level• Not ideal for urgent feedback• Could be misinterpreted• Limited by the trust and confidence of the person(s) opening the box
Help Desk	<ul style="list-style-type: none">• Easily accessible• Faster response and/or referral	<ul style="list-style-type: none">• Not private• May not be readily available (could be affected by insecurity, weather, availability of staff or communicable disease outbreak)

Examples of Common CFM in Nigeria Cont.

Channel	Pros	Cons
Voice Recorder	<ul style="list-style-type: none">• Easy to use• Private and confidential• Complaints can be in any language• Readily available	<ul style="list-style-type: none">• Complaints may be misinterpreted• Insufficient information to provide response or further clarifications
Community Committee/Beneficiary Reference Groups	<ul style="list-style-type: none">• Readily available• Complaints can be in any language• Encourages community participation	<ul style="list-style-type: none">• Could lead to power imbalance in the community• May not be private and confidential• Possibility of bias in presentation and handling of complaints
One on one/face to face (with program/organization staff/representative)	<ul style="list-style-type: none">• Readily available• Faster response/referral	<ul style="list-style-type: none">• Most times complaints are not documented and cannot be tracked

Examples of Common CFM in Nigeria Cont.

Channel	Pros	Cons
Email/SMS	<ul style="list-style-type: none">• Readily available• Private and confidential	<ul style="list-style-type: none">• Limited by literacy and availability of facility
FGDs/PDMs	<ul style="list-style-type: none">• Specific (guided) feedback are shared• Easier for management to take decision	<ul style="list-style-type: none">• Because they are proactive channels, types of feedback/complaints are controlled

Note that there is no channel without advantages and disadvantages. It is advised to have multiple channels (a mix of reactive and proactive) to compliment each other and meet the needs of various groups in the community. Different groups of Community/program participants should be consulted to aid design of most appropriate mechanism

Conclusion

The need for a functional CFM cannot be overemphasised. If done well, the benefits are a lot. Most of all, it supports to building a respectful, trusting and collaborative relationship with, as well as facilitates a safe environment for affected communities.

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Thank you! Any questions?

Oge Chukwudozie, National Representative, RSH Nigerian Hub

Email: oge@rshub.org.uk

Ogundele Sabena, Accountability Coordinator, Save the Children International

Email: Sabena.Yaduma@savethechildren.orgb.org.uk

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