

CARE'S FEEDBACK AND ACCOUNTABILITY MECHANISM STANDARDS

PLAN	ACT	IMPROVE
<ul style="list-style-type: none"> ▪ We will ensure adequate resourcing (budget and staff) to set-up, run, utilise and continually improve the FAM. ▪ We will foster an organizational culture that promotes transparency and accountability to communities. ▪ We will ensure our partners uphold our values and standards for FAMs, understand and are committed to accountability. ▪ We will always base our FAM on a deep understanding of the local operational and cultural context and power dynamics, paying particular attention to needs and preferences of programme participants, especially women, children and people with disabilities. ▪ We will never place the burden of identifying which organisation or programme is responsible for a particular activity or behaviour, on those seeking to provide feedback. ▪ We will identify suitable agencies able to respond to requests of assistance we are unable to provide and to support us with competencies we don't possess. ▪ When developing the FAM, we will aim to consult with the full spectrum of community members, paying particular attention to different levels of ability and inclusion and holding separate consultations with people who hold different levels of power. ▪ We will consult on both the preferred ways to communicate with us AND for us to respond for BOTH sensitive and non-sensitive feedback and complaints. ▪ We will repeat consultations at regular intervals and at least once per year. 	<ul style="list-style-type: none"> ▪ We create opportunities for all community members to provide feedback regardless of age, gender and ability, including the most marginalised, across of CARE's full geographic presence within one month of starting activities (humanitarian) or three months (development). ▪ We will develop FAMs that include at least one collective (public) channel and one individual (private/confidential) channel and at least one static channel and one active channel accessible to all. ▪ We will develop and share procedures, assign roles and responsibilities to ensure all feedback is processed according to our standards. ▪ We will widely publicise the FAM across CARE's full geographic presence, including timelines and modalities for responding to feedback. ▪ We will always acknowledge and respond to feedback according to the established modalities and timelines and ensuring that confidentiality is maintained throughout. ▪ We will record, categorise and systematically track all feedback and complaints from receipt through to response and adaptation, always recoding and storing separately sensitive complaints in a secured database. ▪ We will take every step necessary to protect individuals who provide feedback and complaints in good faith from retaliation, whether or not their complaints are upheld after investigation. ▪ We will aim to process the majority of feedback within two weeks (humanitarian) or one month (development) – total time from receipt to response. ▪ We will always analyse feedback to understand the perspectives of different groups, especially women, girls and disadvantaged groups, and share that analysis with decision-makers. ▪ We will triangulate and disaggregate feedback data (by sex, location, channel etc.) and identify themes and patterns in our analysis to reach an accurate understanding of the feedback. ▪ We will aim to involve project participants in making sense of the feedback received and in defining responses when appropriate. 	<ul style="list-style-type: none"> ▪ We will always acknowledge and respond to the provider of the feedback (unless anonymous) explaining what we intend to do in response. ▪ We will publicly inform the community of feedback received and the actions we have taken in response by sharing an anonymised summary of the main themes. ▪ We will aim to complete investigations on sensitive reports within two months and keep those personally affected abreast of progress always according to their preferences. ▪ We will make concerted effort to adapt our activities in response to feedback when relevant, especially to increase safety, participation and equitability. ▪ We will monitor the adaptations we make to our activities to learn and improve. ▪ When appropriate, we will involve project participants in developing adaptations and solutions we will make to our activities. ▪ We will review and use the analysis of feedback data to inform our programmatic decisions – every month (humanitarian) or every three months (development). ▪ We will ensure that program adaptations and analysis of feedback data are documented and shared with technical teams and relevant colleagues to feed into the design of new programs. ▪ We will review the FAM's effectiveness and relevance every 3 months (humanitarian) or every 6 months (development) including through consultation with community members.