

Accountability to Affected Persons (AAP) Policy and Mechanisms

Introduction:

The **Accountability to Affected Persons (AAP)** policy is a cornerstone of international humanitarian standards, aiming to ensure that humanitarian organizations remain accountable to the communities they serve. It emphasizes the establishment of mechanisms that guarantee affected populations are actively involved in decision-making processes regarding the assistance they receive, ensuring transparency, responsiveness, and alignment with their actual needs.

Purpose of the Policy:

This policy outlines a comprehensive framework for **Accountability to Affected Persons (AAP)**, ensuring that the voices of those impacted by crises are not only heard but that the organization responds to these voices in a transparent, timely, and effective manner.

Core Principles of the AAP Policy:

1. **Transparency:**
 - Ensure clear, accessible, and accurate information is provided to affected persons regarding the organization's objectives, activities, and services.
 - Establish easily accessible channels for individuals to inquire, provide feedback, or raise concerns about the services they receive.
2. **Participation:**
 - Engage affected persons in decision-making processes concerning the design, implementation, and evaluation of the assistance they receive.
 - Facilitate active participation through community consultations, needs assessments, and continuous feedback mechanisms.
3. **Responsiveness:**
 - Implement efficient mechanisms to capture, assess, and respond to feedback, including complaints and suggestions, ensuring a timely and appropriate response.
 - Foster constructive dialogue with affected communities to ensure that their needs are addressed promptly and effectively.
4. **Dignity and Respect:**
 - Uphold the dignity and human rights of affected persons in all interactions and services provided.
 - Guarantee fair and equitable treatment of all affected persons, without any form of discrimination or bias.
5. **Continuous Improvement:**
 - Regularly use feedback from affected populations to refine and improve service delivery and program effectiveness.

- Implement robust monitoring and evaluation processes to ensure accountability mechanisms remain relevant and effective.

Implementation Plan for AAP Mechanisms:

1. Complaint and Feedback Mechanism:

- **Objective:** Establish a secure and reliable channel for affected persons to lodge complaints and inquiries regarding the assistance and services provided.
- **Implementation:**
 - Install physical complaint boxes in key locations within the affected communities.
 - Provide a dedicated hotline for real-time feedback.
 - Develop a digital platform or SMS service to facilitate fast and confidential communication.
- **Responsibilities:** A designated accountability team will review and respond to all complaints within a maximum of 7 business days, ensuring appropriate follow-up.

2. Community Participation in Program Design and Implementation:

- **Objective:** Foster meaningful participation of affected persons in the planning and execution of humanitarian programs.
- **Implementation:**
 - Host regular community consultations to ensure their perspectives inform program design and decisions.
 - Conduct surveys and interviews to gather insights into the community's needs and expectations.
- **Responsibilities:** The monitoring and evaluation team will oversee the collection and analysis of data, ensuring that the community's input shapes the program's approach and implementation.

3. Ongoing Communication Mechanism:

- **Objective:** Maintain continuous communication with affected persons, ensuring they are kept informed about any updates or changes to the services provided.
- **Implementation:**
 - Use social media, community notice boards, and regular newsletters to share updates.
 - Organize face-to-face sessions in targeted communities to explain key decisions and receive real-time feedback.
- **Responsibilities:** The communications team will ensure that all information is conveyed clearly and regularly to the affected populations, fostering trust and transparency.

4. Monitoring and Evaluation of Responses:

- **Objective:** Ensure that all AAP mechanisms are functioning effectively and are in line with the needs of the affected persons.
 - **Implementation:**
 - Conduct periodic evaluations and community-based feedback sessions to gather insights on the effectiveness of the response mechanisms.
 - Prepare monthly reports detailing performance metrics and areas for improvement.
 - **Responsibilities:** The monitoring and evaluation unit will be tasked with tracking the implementation of the policy and ensuring that feedback loops remain operational and effective.
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Roles and Responsibilities:

1. **Accountability and Monitoring Teams:**
 - Responsible for collecting, analyzing, and responding to feedback and complaints.
 - Provide regular reports on the effectiveness and outcomes of the AAP mechanisms.
2. **Field Staff:**
 - Act as the primary point of contact between the organization and affected communities, ensuring that services are delivered according to identified needs and in alignment with AAP principles.
3. **Program Managers:**
 - Oversee the overall implementation of the AAP mechanisms, ensuring that all feedback and complaints are addressed appropriately and within the set timeframe.