

COMPLAINT RESPONSE MECHANISM

WHAT IS A COMPLAINT RESPONSE MECHANISM (CRM)?

A complaint response mechanism enables stakeholders to safely raise a concern, provide feedback or make a complaint about an organisation and to be assured that appropriate action will be undertaken where necessary.

CRMs **are not** about making anyone look bad by calling out issues. CRMs **are** about **identifying, hearing, evaluating, reacting to, and resolving issues.**

Why use a complaint response mechanism? CRMs:

- Allow NGOs to live up to their responsibility towards stakeholders and themselves.
- Give survivors a voice.
- Constitute an early warning mechanism to uncover hidden issues.
- Help create trust and protect the organisation's reputation.
- Help NGOs to save money by detecting misappropriation of funds and inefficient systems.
- Ensure downwards accountability.

CRMs can be:



ACTIVE

(i.e. interviews, focus groups or meetings).



REACTIVE

(i.e. hotline, complaints-box or an ombudsperson).

Take time to plan.

A well-designed CRM can **build trust and empower communities.** A poorly built one will do the opposite.

Complaint response mechanisms should be **inclusive and safe** channels for sharing doubts, suggestions, concerns, claims, and complaints.

Information must be handled **sensitively** and **confidentially** to protect complainants' identity if that is wanted.

