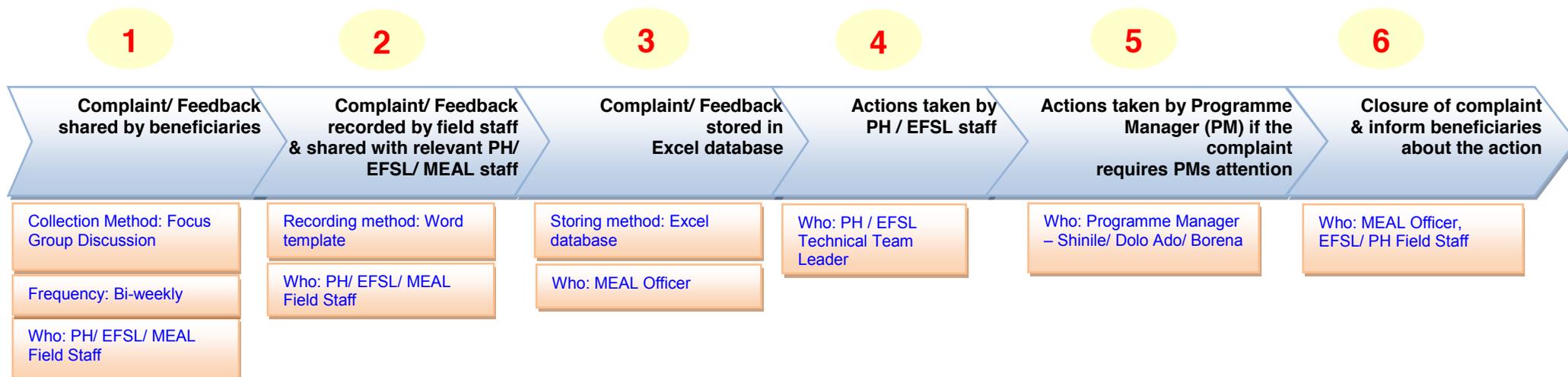


FLOW CHART

Guidance for Complaint/ Feedback Mechanism – tool # 8

Drought Response Programme, Ethiopia



Explanatory notes:

General:	<ul style="list-style-type: none"> • Word template (to be used during FGD) to record the complaint/ feedback from beneficiaries. • Excel database to store and keep the record of the complaints/ feedback from beneficiaries. • Analysis will be done on a bi-weekly basis to be used in the progress report.
Authority to field staff	<ul style="list-style-type: none"> • Field staff will be provided with the complaint recording form to note all the complaints/ feedbacks and will be authorized to redress complaints for which they have full information and understanding. It will be mandatory to inform project management on the complaints they received and redressed. Complaints they will be unable to redress they will bring these into the notice of their relevant programme manager.
Community orientation	<ul style="list-style-type: none"> • Complainants need to be clarified the process, parameters and rights of the beneficiaries with respect to submitting a complaint in an effective manner.