# Gender & Complaints and Feedback Mechanisms

**Quick Guide**

### Accountability

Complaints and feedback mechanisms are tools to obtain information about WFP’s work from the people we serve. These mechanisms are part of the rights-based approach to development; grounded in the principles of accountability, transparency, equality and non-discrimination.

### Gender-sensitive

Complaints and feedback mechanisms should be gender-sensitive, which means they are accessible and responsive to diverse women, men, girls and boys, their organisations and their representatives.

### Context-specific

Create complaints and feedback mechanisms taking into consideration safety, literacy, effective means of communication, socio-cultural norms and practices, and the physical environment.

### Feedback

Feedback is a positive or negative comment that does not require a response (although a response can be provided).

### Complaint

A complaint is an official statement by an individual or organisation expressing concerns or dissatisfaction with an aspect of WFP’s work.

### Response

A response must be given to the individual or organisation that submitted the complaint.

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## How to establish Gender-sensitive Complaints and Feedback Mechanisms

### Consultation

Consult with stakeholders and other humanitarian and development actors. Identify the purpose, target groups, anticipated types of complaints, resources and management required.

### Design Complaints and Feedback Mechanisms

Typically, more than one mechanism is needed. Consider a (toll-free) telephone hotline; complaints and feedback desk or box; social media. Pay attention to confidentiality and data storage. All complaints and feedback should be processed in accordance with WFP’s guidance on privacy and personal data protection.

### Awareness-Raising about the Complaints and Feedback Mechanisms

Explain the purpose of, and ways to, make complaints and receive feedback. Explain that everyone has a right to provide feedback, submit complaints and receive responses. Provide examples of types of issues people can complain about or provide feedback confidentiality and what WFP does with complaints and feedback, including recording, storing, directly responding and referring to other agencies.

### Record, Take Action & Respond

Respond to high priority issues. High priority issues involve serious and immediate risk to the safety and wellbeing of staff, beneficiaries and stakeholders. This includes serious misconduct, such as abuse, coercion, harassment and exploitation; misuse of WFP resources, such as fraud, corruption and theft; security incidents or harm, such as physical harassment or sexual violence, and food that is not fit for consumption.

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