



| Control | Actions | Responsibility | |
|----------------------------------|---|--|--|
| 1 Documentation Review | Calculate the % of available, on-time and complete source records (CFM tracking sheet such as excel database or online system such as SugarCRM) or reports that are expected to contain the indicator at the site, WFP Field Office and Country Office level. | CO M&E Officer/Assistant or Protection Officer | <div><div>🔄</div>Frequency Quarterly</div> <div><div>★ ★</div>Highly Recommended</div> |
| 2 Recounting & Reaggregating | N/A | N/A | N/A |
| 3 Recomputing Formulas | Recompute the formula used to calculate the reported value of the indicator to determine a recomputed value, calculate the % error between the recomputed and reported value, and identify possible reasons for the discrepancy, if any. | CO M&E Officer/Assistant or Protection Officer | <div><div>🔄</div>Frequency Quarterly</div> <div><div>★</div>Recommended</div> |
| 4 Reconciliation & Triangulation | N/A | N/A | N/A |
| 5 Secondary Sources | N/A | N/A | N/A |
| 6 On-Site Visits | Visit selected sites and select a sample of complainants from the lists recorded as having received an answer to their complaint and interview them to verify that they actually received a response. | CO M&E Officer/Assistant or Protection Officer | <div><div>🔄</div>Frequency Quarterly</div> <div><div>★</div>Recommended</div> |
| 7 Methodological Compliance | Review CFM tracking sheets to verify that complaints have comprehensive and relevant answers/actions transmitted to complainant | CO M&E Officer/Assistant or Protection Officer | <div><div>🔄</div>Frequency Quarterly</div> <div><div>★ ★</div>Highly Recommended</div> |