

UNHCR-WFP JOINT APPEALS PROCESSES FOR TARGETED ASSISTANCE

Checklist

This document offers a checklist of the key elements of an effective joint appeals process. It is intended to be used by UNHCR and WFP staff when establishing (or strengthening) appeals processes. For more information on joint appeals processes, see the [technical brief](#) and the [country examples](#) as well as a [summary two-pager](#).

ADDRESSING EXCLUSION ERRORS

The appeals process addresses the following types of exclusion errors:

- Implementation exclusion errors:** vulnerable households that meet the eligibility criteria for assistance but that are not receiving any assistance or an incorrect level of assistance (e.g. due to outdated, inaccurate, or missing registration data)
- Vulnerable non-eligible households:** vulnerable households that are in need of assistance but that do not meet the eligibility criteria and are therefore not included in the targeted group.¹

PROVIDING TIMELY OPPORTUNITIES FOR APPEAL SUBMISSIONS

- The appeals process will be **initiated in a timely manner** before the start of distributions of (re)targeted assistance
- There are **regular opportunities to submit appeals**, either through:
 - An open-ended appeals window
 - Appeals windows at regular intervals

APPROPRIATE RESOURCING FOR A RESPONSIVE APPEALS PROCESS

- Sufficient UNHCR, WFP and partner capacities** for:
 - Regular communication activities
 - Intake of appeals (e.g. help/protection desk staff and helpline operators)
 - Appeals data management including data cleaning, processing and referrals
 - Follow-up on appeals (e.g. by registration staff and caseworkers)
 - Provision of responses to appellants
- Where existing capacities are limited, **surge capacity** is made available for a limited time period to manage the expected initial peak in appeals in an effective and timely manner, including:
 - UNHCR, WFP and/or partner **staffing**
 - **Tablets and/or laptops** to facilitate the recording and follow-up on appeals
 - **Hiring of additional vehicles** (e.g. for household visits), where relevant
 - **Regular training** of relevant staff and community representatives
 - **Communication with forcibly displaced people** (e.g. staff travel to conduct community meetings, radio announcements, SMS, posters, leaflets, etc.)

¹ In the context of prioritization, the main focus will be on identifying *highly* vulnerable households that do not meet the eligibility criteria.

- The capacities of **community representatives** to support communication activities and refer appellants have been taken into account, considering their other responsibilities as community representatives as well as their personal livelihood activities
- A reasonable **appeals resource buffer** is budgeted for, i.e. the resources required for the provision of higher levels of assistance to successful appellants
- Joint fundraising** is taking place, where necessary, to ensure an appropriately resourced and responsive joint appeals process

INTEGRATION INTO EXISTING FEEDBACK MECHANISMS

- The appeals process is integrated into the existing feedback mechanisms, especially in terms of:
 - **Appeals intake channels** (for people to submit appeals)
 - **Data systems** (for the management of appeals between UNHCR, WFP and partners)
 - **Response channels** (to inform appellants of the outcome of their appeal)
- A **variety of appeals intake and response channels** have been chosen based on the preferences of **forcibly displaced people**
- Joint standard operating procedures** have been developed for the joint appeals process and these procedures have been integrated into the standard operating procedures of the agencies' respective feedback mechanisms

TIMELY AND TRANSPARENT COMMUNICATION WITH FORCIBLY DISPLACED PEOPLE

- A **joint communication strategy** has been developed that clarifies how community-level key messages about the targeting and the appeals process will be shared and how each household will be informed about its vulnerability categorization
- A **variety of communication channels** have been chosen based on the preferences of **forcibly displaced people**
- Key messages** and answers to **frequently asked questions (FAQs)** have been developed
- Communication with forcibly displaced people, including community-level key messaging on the targeting and the appeals process as well as specific communication on how each household has been categorized (and what this means for their assistance), will be initiated in advance of the appeals process and ideally **at least three to six months² before** making any changes to people's assistance

INFORMED DECISION-MAKING

- Appeals data is regularly analysed (e.g. monthly) to report on **key trends**
- Proposed **changes in the vulnerability category** of successful appellants are approved by the two agencies in a timely manner, ideally before the start of distributions of (re)targeted assistance, and monthly thereafter
- Appellants are **informed of the response timeframe** and both successful and unsuccessful appellants receive a **response** to their appeal as soon as possible
 - Unsuccessful appellants are **referred to alternative assistance programmes** where appropriate and available

² Consider agricultural growing seasons and other seasonal influences on livelihoods, where relevant. In any case, a decrease or stop in basic needs assistance should be communicated as early as possible to concerned households.