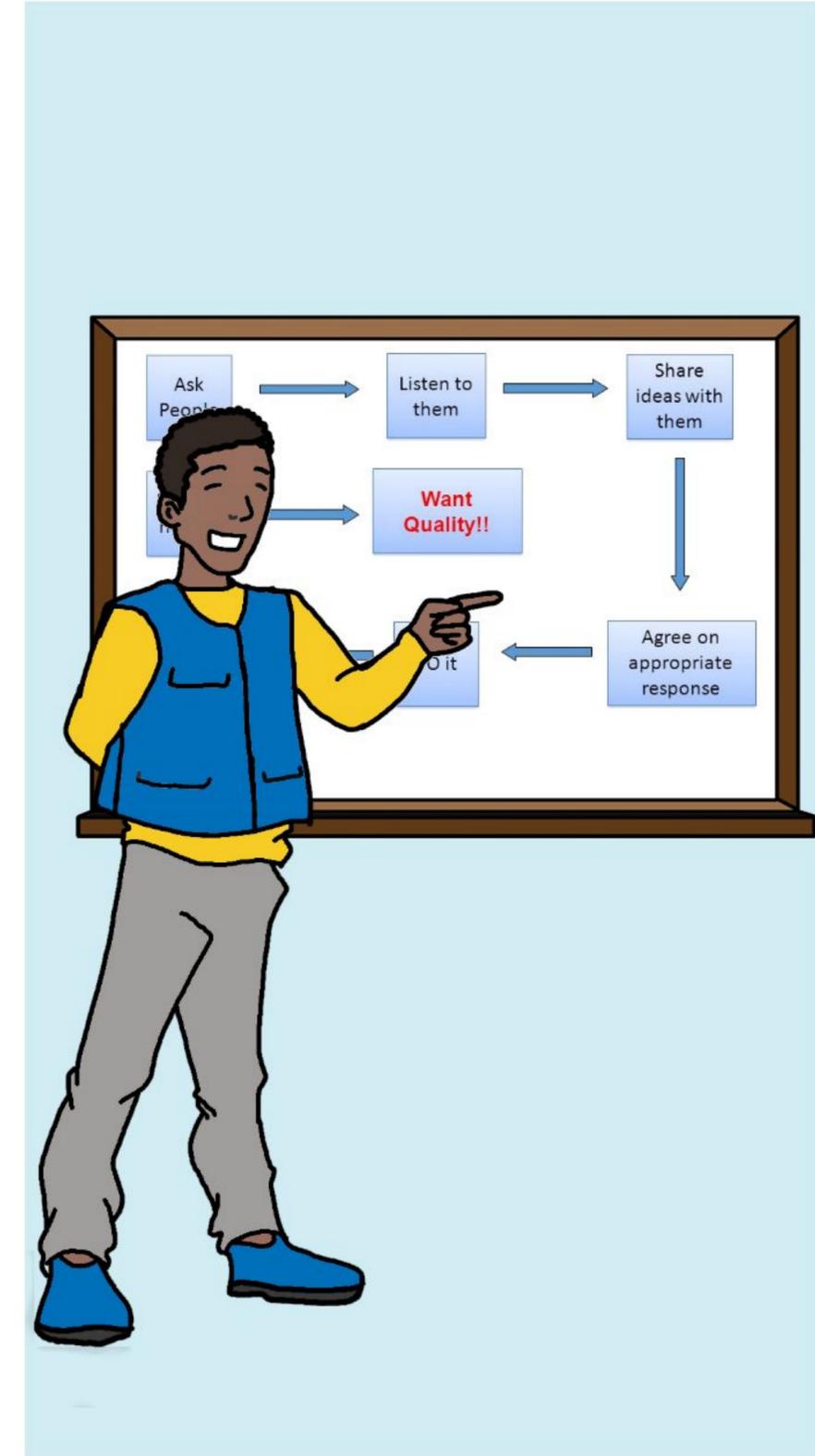
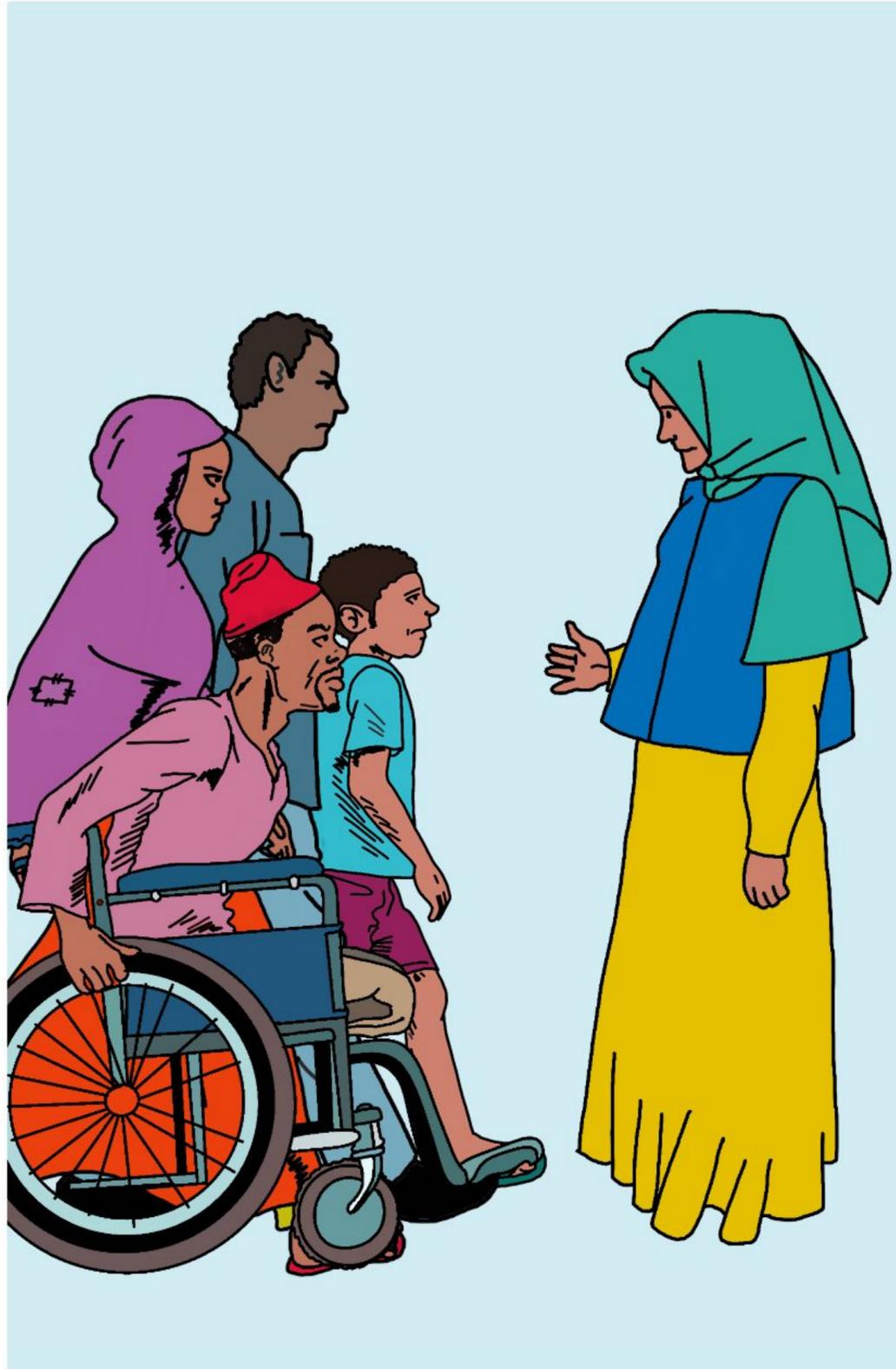
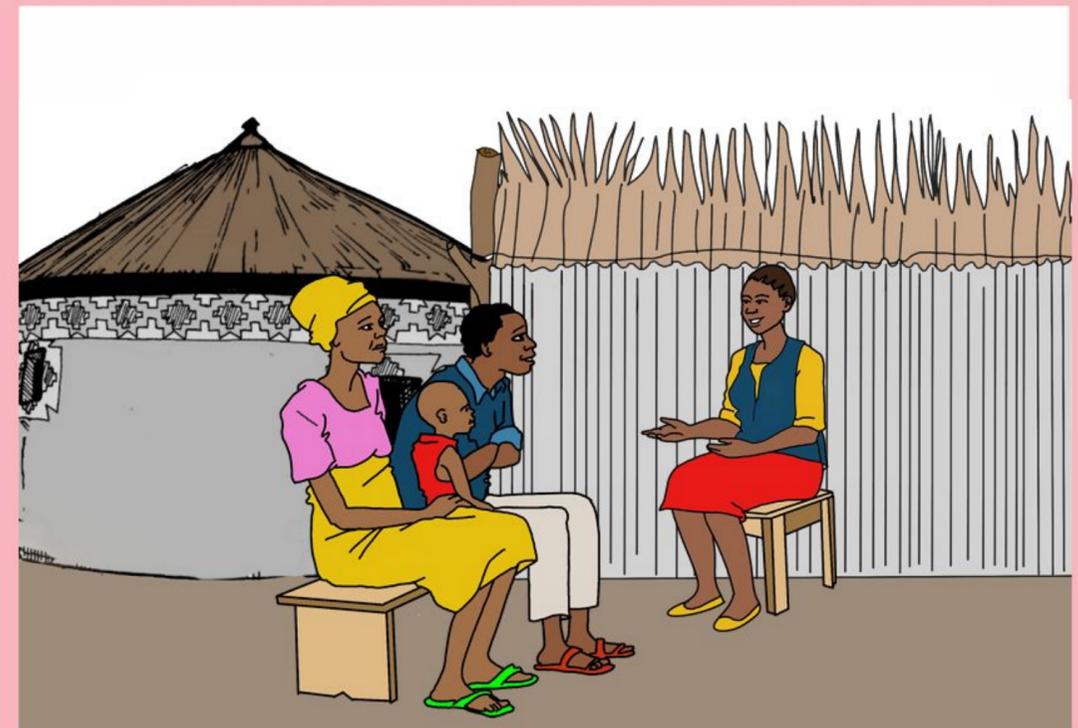
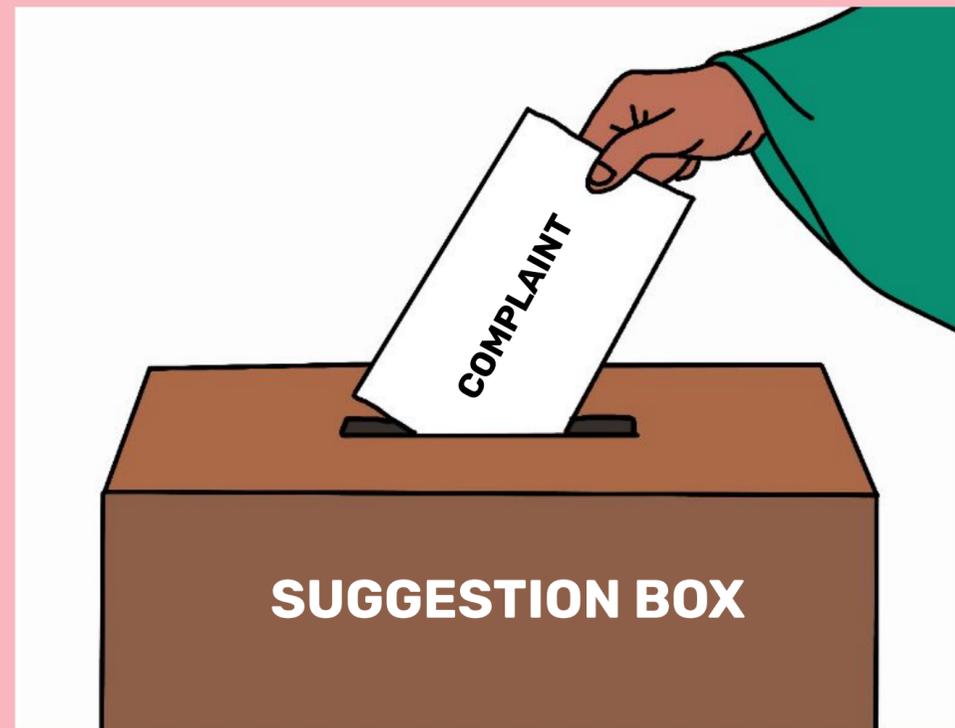


A complaints and feedback mechanism (CFM) is a system that receives, processes and responds to concerns from the community on humanitarian services, assistance or behaviour.



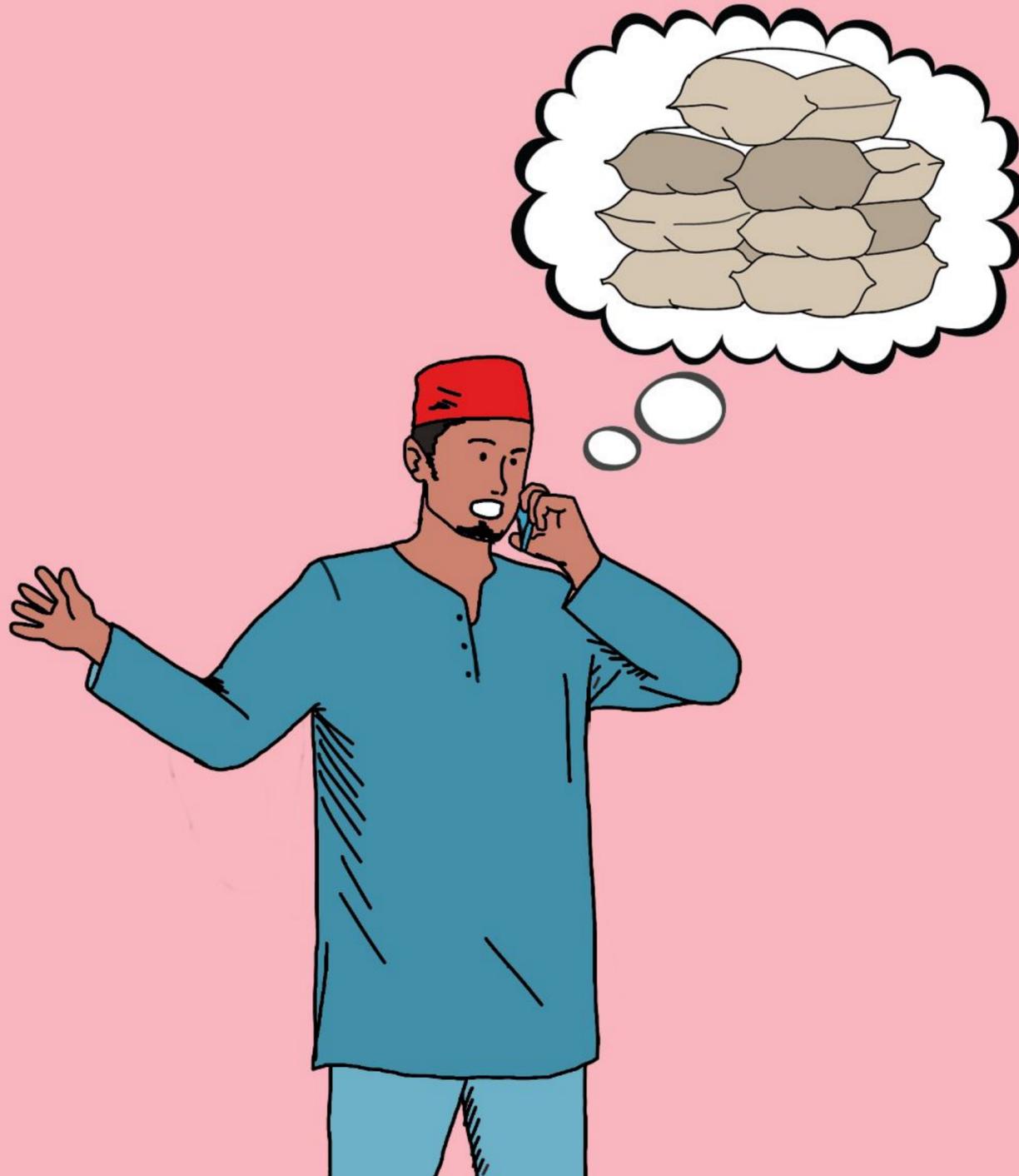
Ways to give feedback: in person, suggestion boxes, via voice recorders, hotlines/toll-free lines, community consultations.



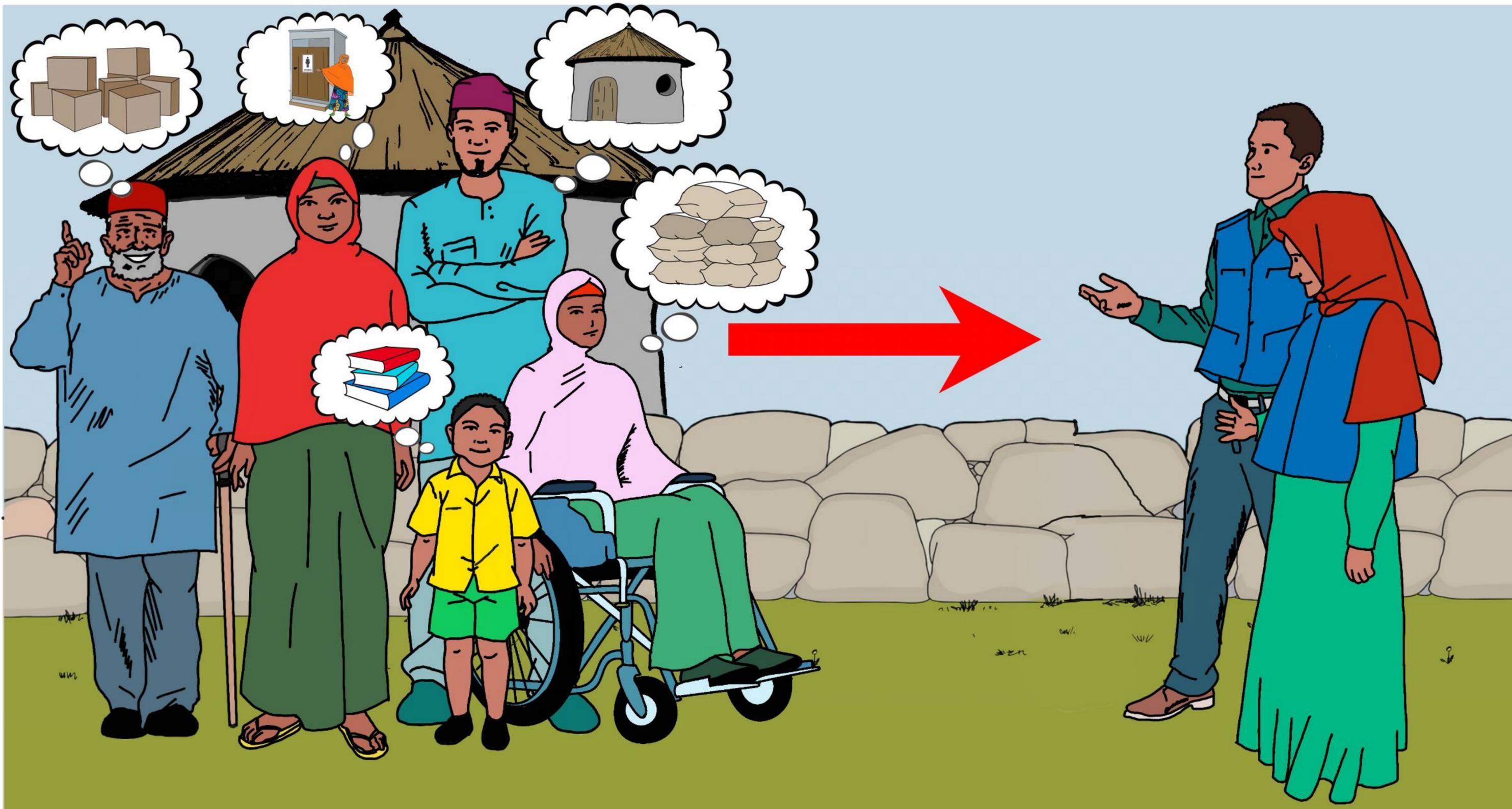
Ways to give feedback: in person or through suggestion boxes, voice recorders, hotlines/toll-free lines or community consultations.



Ways to give feedback: in person or through suggestion boxes, voice recorders, hotlines/toll-free lines or community consultations.



Every member of the community can make a complaint or give feedback, regardless of their background.



All complaints and feedback are confidential: your personal information will not be shared.



Complaints and feedback are made in a safe and confidential place.



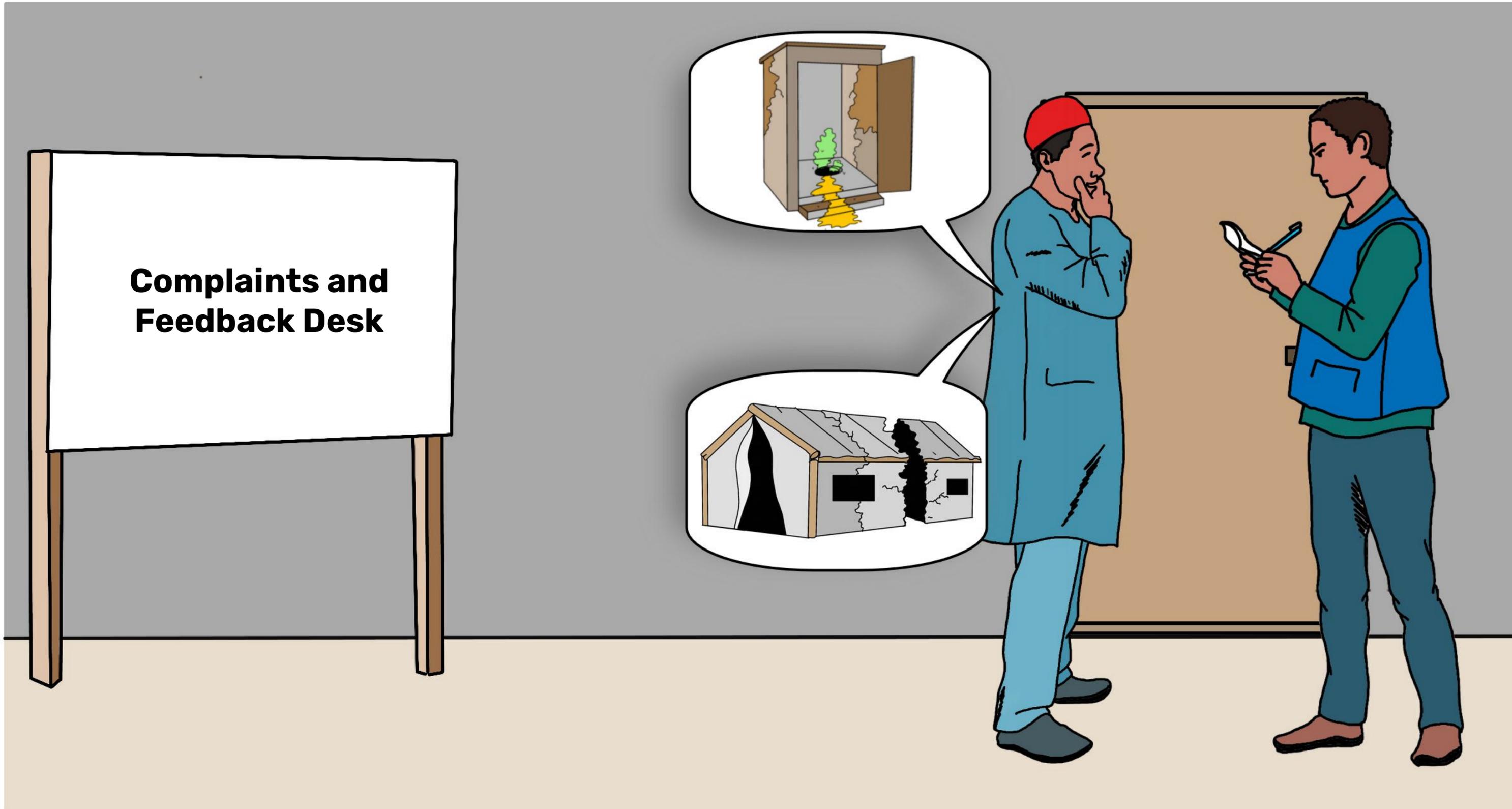
If your complaint needs investigation, it will be done in a confidential way and responded to in a timely manner.



If you are a girl, young or adult woman with a sensitive complaint to share, you may choose to speak to a female aid worker.



Your complaint should be responded to in a timely manner.



You have a vital role to play in planning programs that affect your community.



We aim to involve all members of the community in program planning.



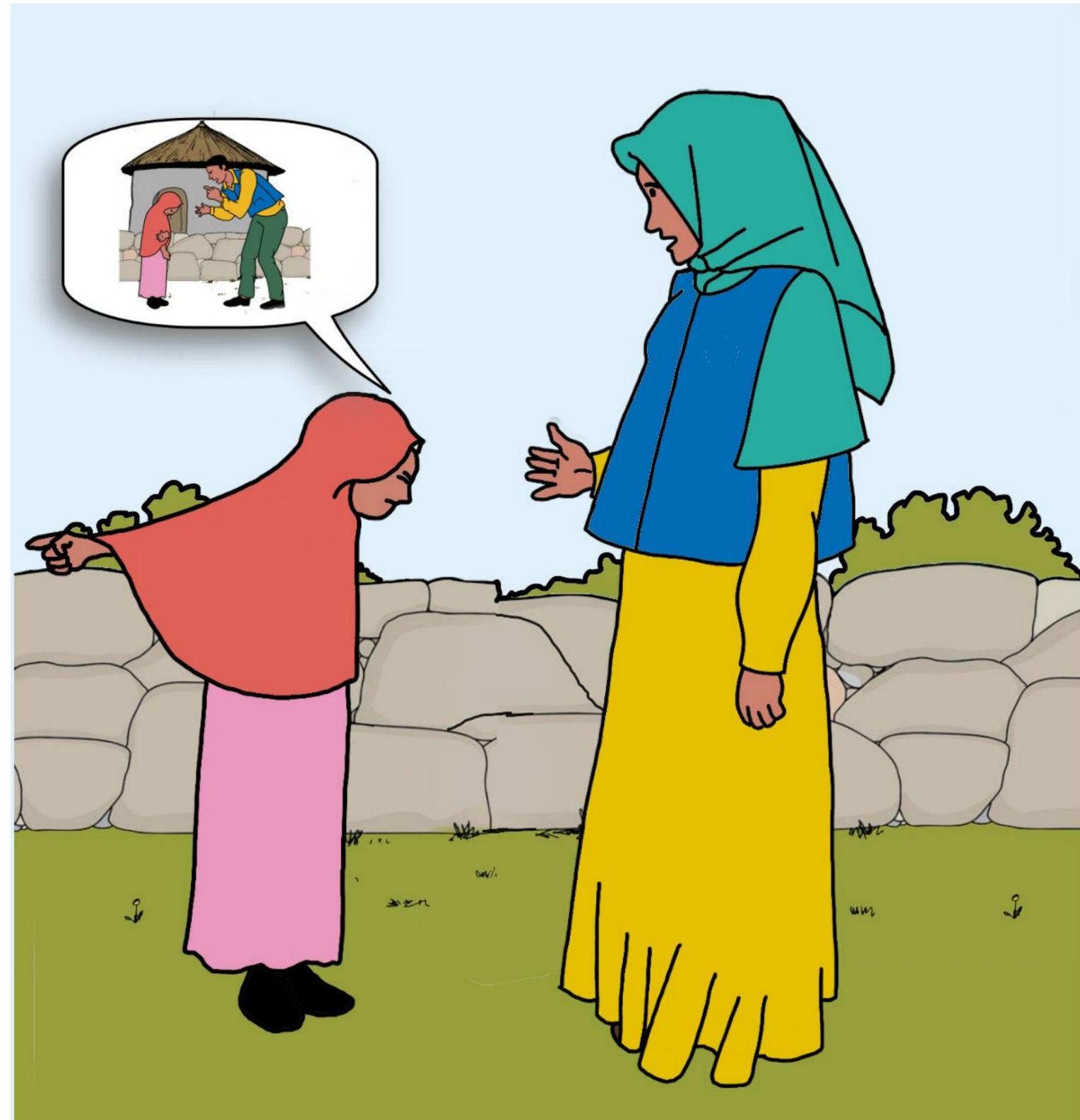
You have the right to be informed of the humanitarian services provided in your area, as well as how people choose to receive these services.



All humanitarian assistance is free of charge, In case you are asked to provide sexual, monetary or other favors in exchange for land, food, goods or other services, report this to a person or organization you trust.



Please report if an aid worker behaves badly. You will not be punished or denied assistance if you do that.



We take abuse and misconduct seriously, so please report them if they occur in your community.

