

TOR Feedback and Complaints Committee

Article I _ **Committee Name:** Feedback and Complaint Committee

Article II _ **Scope of work:** Displaced persons camp

Article III _ **Definition of the Committee:** The Feedback and Complaint Committee consists of a group of men and women who collaborate on a voluntary basis with NEMA, SEMA camp managers and the relevant implementing partners and site management (site facilitators) to serve the camp residents through participation in and the management of the Feedback and Complaint Mechanism (FCM) to ensure the transparency and efficiency of the mechanism. The FCM is a participatory mechanism aiming at allowing displaced persons to raise concerns about the services provided and having them addressed objectively and at fostering accountability of service providers towards the displaced persons. There shall be a maximum of nine members in the committee, with at least 30% percent of them being female and a proportional representation of all camp sections.

Article IV _ **Duties and Responsibilities of the Committee:**

- The members of the committee shall attend the opening of the feedback boxes on a weekly basis to ensure impartial and timely documentation, analysis and response to the feedback and complaints received
- The committee is in charge of any awareness-raising campaign that the NEMA/SEMA and the implementing partners may request them to undertake regarding the FCM and actions taken in relation to it
- The committee is responsible for any follow-up of the cases that arise in the feedback
- The committee is responsible of updating camp residents, NEMA/SEMA and its implementing partners about the actions taken to address the complaints received in the feedback boxes

Article V _ **Conditions of Membership:**

1. The Committee is open to all IDPs within the Camp that:

- A) have completed eighteen years of age
- B) will be active and serve the community at the IDP Camp
- C) are known within the community for their integrity and their commitment to the community well-being and do not mix personal or political interest with their work.

2. The committee members have to commit to the work and the meetings associated with the FCM.

3. The committee members have to strictly respect the confidentiality of sensitive information collected through the FCM and make sure not to put displaced persons under any kind of physical or psychological threat when redressing the complaints

4. The committee members must not exploit their position for personal interest; power is to be used responsibly.

5. In the case of lack of commitment by a member and non-attendance in the meetings without justification, his/her membership shall be replaced by that of another active individual from the community.

Article VII _ **Committee Coordinator and Deputy Coordinator:**

The committee has one coordinator and one deputy coordinator, both selected by committee members, considering gender balance. The coordinator represents the committee in the camp management and camp-level task force meetings as well as in the relevant working group meetings to raise the issues of the community.

Article VI _ **Committee Meetings:**

- Meetings are held once a week to open the complaint boxes and follow-up on the complaints. All the committee members may attend, taking into account gender balance. In case the minimum quorum of two committee members being present is not reached, the meeting will be suspended until the following week.
- The results of each meeting must be translated into action points or actionable recommendations to be followed up on by committee members in collaboration with the camp management agency and the relevant implementing partners:
 - Each member of the committee shall be responsible for the follow-up of a number of complaints
 - Depending on the nature of the complaint a referral shall be made to the relevant IP
 - If the complainant has given contact information, he/she will be informed within a week of the steps taken to address their complaint
 - In case of a general complaint about the quality of a provided service not necessitating redress on an individual basis, the complaint shall be addressed during relevant working group meetings, camp coordination meetings, camp-level task force meetings and bi- or multilateral meetings with the relevant IPs
 - In case of a sensitive complaint, the assigned committee member or relevant IP shall specifically follow up on the case until redress is provided
 - The committee members shall commit to the policy of non-retaliation and confidentiality towards the complaint
- If called for any additional meetings, the members of the committee are obliged to participate.