



Accountability to Affected Populations

IASC Commitments

The December 2011 IASC Principals meeting endorsed five Commitments to Accountability to Affected Populations (CAAP)¹ and agreed to incorporate the CAAP into the policies and operational guidelines of their organizations and promote them with operational partners, within Humanitarian Country Teams and amongst cluster members. These commitments are:

1. LEADERSHIP/GOVERNANCE:

Demonstrate their commitment to accountability to affected populations by ensuring feedback and accountability mechanisms are integrated into country strategies, programme proposals, monitoring and evaluations, recruitment, staff inductions, trainings and performance management, partnership agreements, and highlighted in reporting.

2. TRANSPARENCY:

Provide accessible and timely information to affected populations on organizational procedures, structures and processes that affect them to ensure that they can make informed decisions and choices, and facilitate a dialogue between an organisation and its affected populations over information provision.

3. FEEDBACK and COMPLAINTS:

Actively seek the views of affected populations to improve policy and practice in programming, ensuring that feedback and complaints mechanisms are streamlined, appropriate and robust enough to deal with (communicate, receive, process, respond to and learn from) complaints about breaches in policy and stakeholder dissatisfaction².

4. PARTICIPATION:

Enable affected populations to play an active role in the decision-making processes that affect them through the establishment of clear guidelines and practices to engage them appropriately and ensure that the most marginalised and affected are represented and have influence.

5. DESIGN, MONITORING AND EVALUATION:

Design, monitor and evaluate the goals and objectives of programmes with the involvement of affected populations, feeding learning back into the organisation on an ongoing basis and reporting on the results of the process.

¹ With the exception of ICRC and IFRC who have their own accountability mechanisms,

² Specific issues raised by affected individuals regarding violations and/or physical abuse that may have human rights and legal, psychological or other implications should have the same entry point as programme-type complaints, but procedures for handling these should be adapted accordingly.