

## Case study: Setting up a complaints and response mechanism

Over the past quarter, we have been setting up a complaints and response mechanism at the TRCS Community Centres in Ankara, Izmir, Konya and Gaziantep to provide safe and confidential channel for people we work with to share their concerns about our services. The feedback mechanism is designed based on the consultation with communities on their preferred channels to share concerns and the scope of the Community Based Migration Programme. These channels include feedback boxes, tablets and face to face interaction with a Beneficiary Relationship Officer at the Community Centre or outreach staff member during household visits. Collectively, community members including children can attend advisory committee or youth club meetings at the centre to share feedback about TRCS services or wider issues affecting them.

As part of the process, a feedback protocol has been developed for TRCS staff to describe the procedures for receiving, recording and responding to various issues including sensitive complaints, roles and responsibilities and the learning process to improve the system. An online platform to record feedback, questions, complaints and rumours is established together with TRCS PMER and IT departments. The platform will be linked to a dashboard to visualize data about the type of issues being shared by community members, number of issues resolved, and actions taken by TRCS to improve its services. A 'rumour' category is included in the feedback mechanism to enable systematic identification of rumours, documentation as well as verification and sharing of accurate, reliable information with community members.

In addition to a one day training on the feedback mechanism, all TRCS staff and volunteers working at these Community Centres are oriented on the procedures to handle complaints, their responsibilities and how they could use staff feedback form to report any issues during outreach activities. Meetings with community members at the Community Centres are also conducted to inform them about purpose of the feedback mechanism, their rights to share feedback or complaints, scope of complaining, communication channels and timeframe to receive response to various issues. The feedback mechanism will be rolled out in Hatay in the coming weeks. Following a month-long pilot in these five Community Centres, the feedback mechanism will be updated and implemented in rest of the eleven Community Centres.



*"People outside the Community Centre should be informed about the system. This could be done by the staff during their household visit in our community."*

– Nevin Danış (Turkish community member in Izmir)



*"Earlier there were some people hesitant to share their concern. But with this system, everyone can share their feedback comfortably. Before we didn't know when we will get a response to our query from TRCS. Now there is a timeframe, which is very good."*

– Rawaa Muhammad (Syrian refugee in Izmir)