Senior management make decisions on how to respond to high priority cases

District or PNS focal points respond back to public enquiries. All queries should be resolved within two weeks of the initial call

Beneficiary Communications team use reports of most common queries to inform their mass communication activities on radio, social media, in newspapers etc.

Red Cross response officer refers enquiries to relevant district or PNS focal points

Mass Media Activities

An estimated 80% of queries are answered directly by the call centre using FAQ sheets and signposting

Senior NRCS and IFRC Management

High priority cases are passed directly to senior Red Cross management

Queries which cannot be answered are collated in a standard excel spread sheet and shared with the response officer twice each week

High priority cases such as alleged breaches of the code of conduct are immediately forwarded to the response officer.

Calls from public come into the call centre

District Beneficiary Communication Focal Points

Member of Public Calling In

Call Centre

Red Cross Feedback Response Officer