

## **Annex 4**

### **Beneficiaries Accountability in Humanitarian Assistance**

**PSO Workshop  
10 December 2009**

#### **Questions and Propositions for discussion groups**

##### **Group 1**

###### **Communication**

Effective communication with beneficiaries is essential for improving accountability towards beneficiaries. But, what should be communicated and how? Who should communicate to whom? What do you think about the following propositions?

- Disclosure of reports towards beneficiaries does not make sense.
- Communication should be adapted for every unique situation.
- Partner organisations should use different communication mechanisms to be transparent towards the beneficiaries, like radio, role play, meetings etc..
- Partner organisations need to have the trust of beneficiaries for effective communication.
- Communicating with committees and local representatives only is sufficient to be accountable to the beneficiaries.

###### **Formalizing beneficiaries accountability in management and quality systems**

How can we ensure that beneficiaries accountability is really improved and not only by lip service? How could it be formalised in the management and quality systems your organisation is using?

##### **Group 2**

###### **Safe complaint handling**

Enabling beneficiaries to address complaints and seek redress safely is important for improving beneficiaries accountability. But how do you arrange this and who is responsible? What do you think about the following propositions?

- Every complaint needs to be taken seriously.
- The partner organisation needs to have a mechanism to store all complaints and handling of the complaints in a database.
- Only formal complaints mechanism and complaints handling are acceptable.

- The donor organisation is allowed to see every complaint the partner received and how they handled it.

### **Formalizing beneficiaries accountability in management and quality systems**

How can we ensure that beneficiaries accountability is really improved and not only by lip service? How could it be formalised in the management and quality systems your organisation is using?

### **Group 3**

#### **Involving beneficiaries in monitoring**

Enabling beneficiaries to participate in monitoring programmes is one of the strategies for improving accountability. But how do you do this and who is responsible? What do you think of the following propositions?

- Participation of beneficiaries in monitoring is necessary from the beginning of the programme.
- Beneficiaries should be mainly responsible for the monitoring.
- Involving beneficiaries in monitoring contributes to more ownership.

### **Formalizing beneficiaries accountability in management and quality systems**

How can we ensure that beneficiaries accountability is really improved and not only by lip service? How could it be formalised in the management and quality systems your organisation is using?

### **Group 4**

#### **Role of partner organisations**

What is the role of our partner organisations in beneficiaries accountability? How can we strengthen the capacity of our partner organisations to improve their role? What do you think of the following propositions?

- We can better discuss the role of the donor/ non implementing organisation.
- Donor organisations have no role in beneficiary accountability; this is the responsibility of the partners only, because donor organisations have no direct contact with beneficiaries.
- The role of the donor organisations is mainly to support partners in developing policies and mechanisms to enhance their accountability practices

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