Lessons learned from complaints and feedback received from Cash & Voucher Programmes,
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Background

- Launched in January 2013
- To date: more than 1,200 calls/sms, targeting 95,000 beneficiaries
- Main objectives:
  - Improve accountability by reinforcing a two-way communication
  - Improve programme effectiveness and efficiency
What does WFP do with all the complaints and feedback received?
Improved the effectiveness and efficiency

- WFP have been able to correct problems and issues faced by beneficiaries in a faster way.

- Majority of the calls are enquiries.

- Some of the complaints have lead to programme changes.
The Esther Case
Satisfactions with the CFM system

% complainants who reported being satisfied with the response to their complaints

- Isiolo: 95%
- Turkana: 88%
- Wajir: 71%
- Average: 85%
Using the ‘hotline’ for monitoring purposes and programme updates

- For immediate feedback, e.g. food/cash/voucher delays.
- Reaching out to identified key people in the affected communities for trickle down information.
Lessons learned

- We’re not able to detect all programme mistakes and issues.
- Need dedicated staff to follow up on complaints.
- The importance of feedback.
- The importance of comprehensive sensitization process and a well understood communication strategy.
- To use the complaints and feedback to adjust and improve programmes throughout the programme cycle.
- Little or no complaints should not be interpreted as a community being happy with a project.
- It needs to be accessible, safe and easy to use.
- Not ‘one model fits all’.