

Engaging with beneficiaries to design a context-specific CRM

Some questions to explore with the community:

Language

- Is complaint a sensitive word in the local language?
- What is the literacy rate among men and women?
- Is there a 'culture of complaining', or a taboo against complaining?

Existing system for handling complaints

- Is there an existing system for complaining locally? Is it formal or informal? What does it handle, and how?
- Are there any conflicts that will impact the mechanism?
- What is the situation with political groups and the authorities – is there anything to be aware of?

Types of complaints

- What are the kinds of things people complained about in the past?
- What kinds of things might people complain about?

Access

- How do people prefer to complain or raise an issue?
- How can marginal or vulnerable groups access the mechanism? What might prevent them from coming forward to complain?
- If a central location is used for complaint submission, where would be best?
- Where would be most safe and accessible?
- Who do people prefer to talk to? If staff, boss, someone else? Is it acceptable for women to talk to unknown men?
- How would people prefer to raise sensitive complaints?

Submission

- How would people prefer to submit a complaint?

Communication

- What communication means is available and preferred?
- Do people value receiving feedback on their complaint? Is this important to them and what is the preferred method of getting this?
- Do people prefer to be anonymous or are they happy to put their name on complaints?

Timing

- What is a reasonable time period for receiving a response to a complaint?