

Accountability Session 4 – Commitment 5



5. Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.
Quality Criterion: Complaints are welcomed and addressed.

Time	75'
LO	Understand why complaints handling is contributing to linking all commitments together
Output	<ul style="list-style-type: none"> • Identify key barriers for complaining and how to overcome them • How should an efficient complaints mechanism look like, taking into account accessibility, safety, confidentiality, transparency?
Source	Valerio Violo, 2021

Task: Use the Ecocash scenario to demonstrate lack of complaints system to identify barriers to complaining and key components of a safe and responsive mechanism.

In Zimbabwe most people uses Ecocash, which is sort of an electronic currency. Due to a glitch in the system, a big quantity of cash “disappeared” and could only be recovered amid a visit to the Econet head office in Bulawayo or Harare, so a big crowd gathers in front of the office to recover their funds, building up a long queue.

The situation heats up, especially when it seems that the money might be lost. Moreover, the security officer appears to apply arbitrary criteria to let people in. In particular, one of the service men, a large overweight person, favours young girls to be let in. He is now talking to a young mother that has to rush back to work, but that has also to recover 75\$ before the vanish.

The office closing time will probably arrive before every person will have had a chance to be served and the crowd is becoming more nervous.

A white man is rushed past the crowd into the office, apparently because he is there for other businesses.

An old man argues with one of the security. Moving backwards, the security guards trips over and falls. However, one of his colleagues thinks that he was pushed by the old man, so he rushes up and hits him.

Facilitation of the session:

Timing	Methodology	Content
10'	Distribute the Case Study of the Ecocash and allow 5' for reading. Split the group into smaller group (4-5 participants together)	
30'	Each group discusses the 5 questions, considering points A, B and C.	<p>Debate in your groups what could be done to set up a system that is safe and transparent and rebalances power between the different actors.</p> <p>Use your own experience of when you wanted or needed to complain about something and you didn't.</p> <p><u>Questions to guide your discussions</u></p> <p>What do you think happened next? Do you think the young mother is vulnerable and why? Why was the white man able to bypass the queue? Whom to complain to and about whom or what? The crowd, could easily overwhelm security, what will happen?</p>

		<p>Ask participants to consider: A. How to build a complaint system? B. Ho do we mitigate the risks? C. How do we ensure transparency? And how do we guarantee that complaints are acted upon?</p> <p>Ask each group to draw up a mind-map with keywords and findings.</p>
30'	<p>Ask one group to present their mind map; other groups can complete, disagree, debate the presentation with their own work.</p>	<p>Risks:</p> <ul style="list-style-type: none"> • The crowd gets out of control, there is a major riot. • The driver has agreed to take payment (in cash or sex) from the young woman so that she can get into the facility. • Some people (the weaker ones) will never get access and loose all their savings • Other consequences as by the group's presentation <p>Why?</p> <ul style="list-style-type: none"> • There is no structure, no system • There are organized and controlled entry. • The service is not adapted to the needs • People lack information • The security men are not trained on non-violent conflict management • Specific risks as per vulnerability (young woman = gender, age, needs) • Specific rights (white man = resources?) • Other reasons as by the group's presentations <p>Barriers to complaining:</p> <ul style="list-style-type: none"> • There is no system • Users are not aware of the system • Users do not expect any result from their complaint • There is fear of retaliation • The people waiting cannot reach any responsible in order to complain about the security guards • There is no alternative other than trying to get into the Econet Office • Other reasons as by the group's presentations <p>Key components of the system:</p> <ul style="list-style-type: none"> • Accessibility <ul style="list-style-type: none"> ◦ Language ◦ Technology ◦ Literacy ◦ Physical access ◦ Children ◦ Sexual orientation and gender ◦ Inclusive access ◦ Different channels • Transparency <ul style="list-style-type: none"> ◦ Knowledge about the system ◦ Information about timings, potential cost ◦ Information about interlocutors and people involved in the complaint • Confidentiality

		<ul style="list-style-type: none"> ◦ Explain who has access to the information, how individual data will be protected ◦ Ensure that all involved know the importance of confidentiality and their own responsibility • Safety <ul style="list-style-type: none"> ◦ Consider safety in terms of physical access (conflict area, etc.) ◦ Safety of victims and survivors (family, gender, stigma, etc.) ◦ Safety of whistleblowers (risk of retaliation, stigma, loss of job, etc.) ◦ Safety of witnesses and Complaints handling staff (focal points, whistle blowers, etc.)
5'	The facilitator wraps up key learnings from this session.	See above information – underline key issues and add missing information