Volunteers National Organization for Development and Humanitarian Services

Community feedback Mechanism policy

Organizations Background:

Volunteers National Organization for Development and Humanitarian Services is a Sudanese women lead NGO registered as a national voluntary charitable humanitarian non-governmental organization founded by group of women and youth volunteers, whom work in humanitarian and development domain. The creation of this organization is inspired by a feeling among this group that something must be done to mitigate the sufferings of women's, girls and youth in Darfur in particularly and in Sudan in general.

Volunteers National Organization for Development and Humanitarian Services was established in 2014, and was officially registered with the humanitarian aid commission (HAC) as a local, non-governmental organization to provide relief, and advocate for the promotion of human rights principles.

Volunteers National Organization for Development and Humanitarian Services is a non-religious non-political, non-profitable and non-commercial organization; it is basically a humanitarian organization whose vision is to promote "Peace, Unity Development, women rights and women Empowerment for All" among the different communities, ethnic groups and tribes in Darfur and Sudan in general. National Volunteers has been able to acquire sufficient community goodwill that will enable it to implement future activities smoothly

Community feedback Mechanism policy

A **Community Feedback Mechanism Policy** outlines how an organization collects, responds to, and uses feedback from its community or stakeholders. This is especially common in NGOs, government bodies, development agencies, and community-based organizations.

Community Feedback Mechanism Policy

1. Purpose

This policy establishes a structured and transparent system for receiving, documenting, addressing, and utilizing feedback from community members. The goal is to improve accountability, enhance program quality, and strengthen trust with the communities we serve.

2. Scope

This policy applies to all staff, volunteers, contractors, and stakeholders engaged in the planning, implementation, and evaluation of our programs and services.

3. Definitions

- **Feedback:** Any opinion, concern, suggestion, complaint, or compliment about the organization's activities, services, staff, or behavior.
- **Complaint:** A specific type of feedback that indicates dissatisfaction with a service or conduct.
- **Anonymous Feedback:** Feedback provided without disclosing identity.

4. Principles

- **Accessibility:** Feedback mechanisms will be simple, culturally appropriate, and accessible to all, including vulnerable groups.
- **Confidentiality:** All feedback, especially complaints, will be handled with strict confidentiality.
- **Timeliness:** Feedback will be acknowledged and addressed promptly.
- **Transparency:** Communities will be informed of how to provide feedback and how it will be used.

- **Accountability:** Feedback will be used to make tangible improvements in programs and services.

5. Channels for Receiving Feedback

Multiple channels will be available, including but not limited to:

- Suggestion boxes
- Community meetings
- Help desks
- SMS/phone hotlines
- WhatsApp/email
- Feedback forms
- Face-to-face interactions

6. Feedback Handling Process

1. **Receiving Feedback**
   - Feedback is recorded using a standard template.
   - Acknowledge receipt within 3–5 working days (where possible).
2. **Assessment & Categorization**
   - Feedback is reviewed and categorized (suggestion, complaint, compliment, inquiry).
   - Urgent issues (e.g. protection concerns) are prioritized.
3. **Action & Response**
   - Relevant departments are assigned to respond.
   - Responses are provided within 10–20 working days depending on the complexity.
   - Complainants are informed of the outcome if contact details are available.
4. **Documentation**
   - All feedback and actions taken are logged in a secure database.
   - Regular reports are generated for review and learning.
5. **Monitoring & Evaluation**
   - Trends in feedback are analyzed quarterly to inform program improvements.
   - Feedback mechanism performance is evaluated annually.

7. Roles and Responsibilities

- **Feedback Focal Point:** Oversees daily operations of the mechanism.
- **Program Managers:** Ensure timely resolution of feedback in their departments.
- **Senior Management:** Reviews trends and makes strategic decisions based on feedback.

8. Protection from Retaliation

Community members and staff have the right to provide honest feedback without fear of discrimination or retaliation. Mechanisms are in place to ensure this protection.

9. Policy Review

This policy will be reviewed every two years or as necessary to reflect changes in organizational practices or community needs.

10. Contact Information

Feedback can be sent to:
- Email: feedback@organization.org
- Hotline: +123 456 7890
- Suggestion boxes are located at all field offices.