



Alsawaid Alkhadara Organization (AAO)

Accountability to affected population Guidance

(AAP)

Introduction

Accountability to Affected Populations (AAP) is an active commitment by humanitarian actors to use power responsibly by taking account of, giving account to, and being held to account by the people they seek to assist. “Use power responsibly”: AAO recognizes that there is often an inherent power differential that tilts towards aid and service providers in the course of interactions between AAO staff members and the people they are tasked to assist. When left unchecked, this fundamental imbalance fosters abuse of power and an environment conducive for undermining the rights and dignity of people that AAO commits to aid and protect. “Taking account of, giving account to, and being held to account”- AAP requires humanitarian actors and organizations to be transparent and to involve people affected by crisis in decision making processes by engaging with all diverse groups of the population especially those most vulnerable aimed at assisting them in the most appropriate, accountable and effective way.

AAP takes accountability beyond the limited practice of accountability to “beneficiaries” as it reaches out to people unintentionally excluded from receiving assistance which often happens to marginalized groups including people with disabilities, older persons, and IDPs, Refugees groups. Moreover, the commitment to AAP differs from the traditional accountability to donors (only). It requires humanitarian actors to place people at the core of the response fostering their right to be involved in the decision-making processes that affect them and inform programming to be appropriate and responsive to their needs.

What is Accountability to Affected Populations?

Accountability to affected populations is an active commitment to use power responsibly by taking account of, giving account to, and being held to account by the people humanitarian organizations seek to assist.

Taking account

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Means giving communities meaningful influence over decision making in a way that is inclusive, non-discriminatory and accounts for the diversity of communities. Listening is not enough: individual organizations and humanitarian actors need to incorporate the feedback into their strategies as well as in the collective response to the crisis. While many organizations are now putting in place individual feedback mechanisms, innovative approaches to joint feedback mechanisms can reinforce transparency, mutual accountability and have a positive impact.

Giving account

Is about the sharing of information in an effective and transparent way across communities. This can include for instance information about agencies and their roles and responsibilities, about entitlements and targeting criteria, as well as the reasons why these would change, about how to provide feedback or how to raise complaints. Information needs to be shared in a way that communities can actually understand it, can be empowered by it and become active participants in the response. The Humanitarian Country Team needs to agree on a strategy to share information to streamline communication and ensure coherence of messaging being held to account means ensuring communities have the opportunity to assess and, where feasible, alter or sanction humanitarian actors' actions. Communities are rarely in a position where they have the agency or power to select the organizations which will support neither them, nor the type of support they will get, at least initially. Their view on the appropriateness and quality of the service or response should be consistently sought.

Being accountable

Involves consulting communities on what they think about the quality of the response – at the individual agency and collective level by humanitarian actors. Communities being assisted should be involved in the monitoring of programs and their points of view on the success and impact of a humanitarian intervention should be central to any evaluation. Sexual exploitation and abuse by anyone associated with the provision of aid constitutes the most serious breach of accountability, and populations should be able to raise complaints and call for appropriate protection measures against such abuse, as well as be informed of the results of investigations on these complaints. Taking account, giving account and being held to account is, therefore, necessary at the level of individual agencies but is also crucial at the collective level and for the Humanitarian Country Team and clusters. This obligation to be accountable applies not only in emergencies, but also through the transition and solutions phases of our engagement with communities in humanitarian situations

The Inter-Agency Standing Committee (IASC) 5 Commitments to Accountability to Affected Populations

Accountability is one of the three pillars of the Transformative Agenda and the IASC principals have committed to creating a system wide “culture of accountability” by upholding these 5 commitments:

Leadership/Governance	: Demonstrate commitment by ensuring accountability is integrated into country strategies, programmer design, monitoring and evaluations,
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	recruitment, staff inductions, trainings and performance management, partnership agreements, and highlighted in reporting.
Transparency	Provide accessible and timely information on organizational procedures, structures and processes that may impact communities in order to support informed decisions, and engage communities in a dialogue as part of information provision.
Feedback and complaints	Actively seek the views of communities to improve policy and practice in programming, ensuring that feedback and complaints mechanisms are streamlined, appropriate and robust enough to handle (communicate, receive, process, respond to and learn from) complaints about breaches in policy and stakeholder dissatisfaction.
Participation	Enable communities to play an active role in the decisions that will impact their lives through the establishment of clear guidelines and practices on participation and ensure that the most marginalized and at risk are represented and have influence.
Design, monitoring and evaluation	Design, monitor and evaluate the goals and objectives of programmers with the involvement of affected populations, feeding learning back into the organization on an on-going basis and reporting on the results of the process.

Ensures that the humanitarian response safeguards dignity, is empowering, accountable and inclusive of affected people.

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