

Indicator: # of feedback/complaints received which have been responded to within the appropriate timeframe (as defined by the feedback category)

Feedback Category	Description of Category	Feedback Timeframe (Note 1)			
		FRRM helpline	Protection desks	Complaints / Suggestion boxes	Other (Note 2)
1	General feedback: No response is required	N/A	N/A	N/A	N/A
2	Information request: Response is provided directly by staff assigned at site	On spot by helpline agent	On spot by protection desk staff	If the individual provides contact details, opening committee of the complaints / suggestion box will assign a person to provide response on the day when the request is read / opened	On spot at the time when the communication took place
3	Request for support and assistance which necessitate referral to a third party.	5 days from referral to focal point by call centre	5 days from referral by protection desk staff to relevant focal point	5 days from referral by opening committee of complaints / suggestion box to relevant focal point	5 days from the time when the issue is referred to the relevant focal point
4	Allegation of misconduct, fraud and corruption	3 working days from referral by call centre to pre-assigned focal point of concerned agency	3 working days from referral to focal point of concerned agency by protection desk staff	3 working days from referral by opening committee to focal point of concerned agency	3 working days from referral to focal point of concerned agency
5	Sensitive life-threatening / security-related cases (e.g. GBV, SEA, human trafficking, imminent security concerns, etc)	Within 24 hours of referral to focal point by call centre	Within 24 hours of referral to focal point by protection desk staff	Within 24 hours of referral to focal point by opening committee	Within 24 hours of referral to focal point

Note 1: The timeframes are to acknowledge receipt of the feedback and initiate a response or provide some initial feedback to the person who provided the feedback. This does not mean that the issue or concern raised must be resolved or that conclusive feedback must be provided within this timeframe.

Note 2: Examples may include feedback received through community structures, community dialogue meetings, community feedback sessions, at FDPs, and other channels.

Note 3: For reporting, breakdown by age group and gender to be provided, except for exceptional circumstances where this is not possible (e.g. anonymous complaints or group feedback).