



## **Accountability to the Affected Population (AAP) in Response to the Earthquake Emergency in Türkiye**

### **Background**

After multiple earthquakes hit Southeast Türkiye and Syria on 6 February, millions of people urgently need humanitarian assistance. The earthquakes and aftershocks resulted in thousands of casualties and massive destruction of houses and critical civilian infrastructures in 10 provinces in the Southeast of Türkiye.

Several humanitarian actors are currently supporting emergency response through the delivery of services and relief items. It is important to ensure that all humanitarian actors are accountable to the affected population from the outset of the emergency until durable solutions are achieved. This requires direct and continuous work with affected populations to ensure they participate meaningfully in decisions affecting them.

These key messages are provided to guide all humanitarian actors responding to the earthquake emergency in all locations to ensure they are accountable to the affected population and adhere to the key components of AAP as follows:

### **Participation, Engagement and Inclusion**

- Ensure women, men, boys and girls of diverse backgrounds, including people with specific needs, are consulted and engaged meaningfully on protection, assistance, and solutions through organized, targeted outreach activities, interviews, assessments and Focus Group discussions (FGDs).
- Response programming decisions and actions should be planned taking into account the expressed priorities, needs, capacities and views of all persons of concern.
- Identify and implement arrangements that facilitate meaningful participation at all stages of the response. The arrangements should be accessible to all groups in a community. These arrangements ensure that groups that have been marginalized or are at risk of being marginalized are included. Pay special attention to women at risk, people with disabilities, older persons, unaccompanied and separated children and other vulnerable groups, considering the possibility of high exposure and risk of discrimination, exploitation and abuse.
- Ensure all affected populations have equal and non-discriminatory access to protection, assistance and solutions. Act in a manner that enables the affected population, women, men, girls and boys, to be resilient and achieve self-reliance.



- Identify the capacities and priorities of all affected populations and develop protection, assistance and solutions programmes that accord with them, Taking into consideration participatory interventions and their analysis in real-time.

## Communication and Transparency

Ensure that women, men, boys and girls of diverse backgrounds with specific needs in all affected regions have access to timely, accurate, and relevant information on

- (i) services and assistance provided by public institutions and local governments, and information on where/when they are provided
  - (ii) their rights and entitlements, including feedback, access to information and data privacy,
  - (iii) the programmes of UN agencies and partners,
  - (iv) targeting criteria – if assistance is provided to a selected group.
- Facilitate regular two-way communication and dialogue between all actors and the affected population throughout the response programme. Additionally, relevant mechanisms should be established for this.
  - Share information and communicate in simple languages, formats, and media that are culturally appropriate for and accessible to all groups in the community, such as sign language, captions, easy-to-read, voice recordings, videos etc.
  - Adopt a variety of communication channels to promote inclusivity and accessibility, such as service lines, hotlines, outreach volunteers, radio, leaflets, face-to-face and other means of communication that are adapted to the needs of people with specific needs.
  - Secure and confidential processes should be provided in line with the Law on the Personal Data Protection Law and its related provisions, which support the principles of do not harm in communication with the affected population and throughout the service delivery.
  - Manage expectations and counter misinformation and rumours by providing clear information on the quantity and timing of assistance<sup>1</sup>.

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<sup>1</sup> <https://www.bing.com/search?q=CDAC+rumours&cvid=c7637b7f7b324e09a5481922cf617a12&aqs=edg e..69i57j 69i64.2228j0j1&FORM=ANAB01&PC=U531>)



## Complaint, Feedback and Response

Formal and informal feedback from the affected population is systematically received and responded to, and corrective action is taken when appropriate.

- Establish and maintain effective and safe feedback systems (including comments, suggestions, and complaints) using a variety of communication channels that are accessible to all affected population and appropriate for both sensitive and nonsensitive feedback including for sexual exploitation and abuse.
- Allocate human and financial resources to ensure that feedback from the affected population is systematically collected, acknowledged, assessed, referred and responded to in a timely, confidential, and effective manner. Identify specific timeframe for responses, prioritizing complaints according to the severity, sensitivity or risk. Action taken should be documented and communicated to the affected population.
- Measures taken should be documented and presented to the affected populations. More details can be found regarding the feedback mechanisms in the [guidance note](#) prepared by the AAP Task Force.
- Adapt existing feedback and complaints channels, localize them to the new situation and collaborate with partners existing and functioning feedback mechanisms to enhance referral and processes among partners wherever possible.
- Ensure the availability of male and female actors to enable easy access to the affected population to raise different concerns and complaints with service providers.

## Key Consideration

**All actors providing service and assistance are expected to manage resources responsibly to benefit the community they serve.**

**All Actors are expected to ensure coordination at the field level through relevant sectors and sub-sectors. “It’s important to know who is doing what and where”**