



لماذا تم إصدار هذا المنشور؟

- الهدف من هذا المنشور هو تنوير الأشخاص المعنيين بالخدمات التي تقدمها المنظمة الدولية للهجرة في جنوب شرق تركيا حول وسائل التواصل المتاحة لإيصال آراهم إلينا.
- تشجع المنظمة الدولية للهجرة الأشخاص المعنيين ببرامجها على إبداء آرائهم ومقترحاتهم وشكاويهم فيما يتعلق بالبرامج والالتزامات وتصرفات فرق العمل.
- بحكم توقيعها على اتفاقية المسؤولية تجاه المجتمعات المنكوبة بين الوكالات الدولية، تتعهد المنظمة الدولية للهجرة باستقبال المقترحات والشكاوى من الأشخاص المعنيين وحلها بطرق احترافية وفعالة.
- من أجل تحقيق ذلك، ترحب المنظمة الدولية للهجرة بمقترحات المعنيين وشكاويهم من خلال الخط الساخن وصناديق المقترحات والرسائل النصية القصيرة أو من خلال موظفي المنظمة المختصين بتلقي مقترحات وشكاوى المعنيين دون تعرضهم لأي عواقب.

بعد مشاورة شريحة من المعنيين ونزولاً عند رغباتهم قامت المنظمة الدولية للهجرة بتخصيص الوسائل التالية للتواصل من الإثنين للجمعة ابتداءً من الساعة 9 صباحاً وحتى 5 مساءً:

فريق المتابعة والتقييم

International Organization for Migration (IOM)
The UN Migration Agency



Ways to deliver suggestions and complaints to IOM

We listen to you...

Why did we print this leaflet?

- The purpose of this leaflet is to educate IOM's stakeholders on the available feedback mechanisms in IOM's programs in the South East of Turkey.
- IOM encourages all our stakeholders to let us know of any feedback, suggestion or complaint you might have about our programs, our commitments or staff conduct.
- Being a signatory to Interagency Standing Committee Principles (IASC) on Accountability to Affected Populations (AAP), IOM is committed to ensure that feedbacks and complaints received from stakeholders are taken into consideration and resolved in an effective and professional manner
- To achieve this objective, stakeholders are welcome to forward their feedback and complaints through hotlines, suggestion boxes, SMS or directly through IOM Community Feedback Assistants without facing any repercussions.

How to raise your complaints and suggestions?

Based on extensive stakeholder consultation on preferred complaints and feedback mechanisms, IOM has developed the following channels open from Monday to Friday between 9AM – 5PM:

- Suggestion boxes with feedback forms placed at service provision areas.
- SMS system- **0535438011**
- Hotline- **08505328218** - with a voice recording machine for your complaints or feedback.
(**0.05 up to 0.30** TL per minute will be charged for mobile calls and landlines depending on the service provider)
- By direct contacting IOM's Community feedback Assistants resident in program locations.

For processing complaints and feedbacks, stakeholders should share the following information:

- The full names of the people sharing complaints or feedbacks, their cards or receipts numbers if available, Temporary Protection Cards numbers, and the full details of the suggestions or complaints.
- IOM will maintain confidentiality on stakeholders' identities and any feedback shared.

What happens to a complaint I raise to IOM?

- After receiving a complaint, an assigned IOM Community Feedback Assistant will start processing by firstly verifying the information provided and transcribing it onto the feedback database. Depending on the complaint, further impartial investigations through internal IOM mechanisms might be conducted after which the outcome will be communicated confidentially to the stakeholder. Once a complaint is submitted, we expect to take about a maximum of 14 working days to share our responses with stakeholders.
- Your suggestions will help us improve the services that we provide to you.

Thank you

International Organization for Migration
Monitoring and Evaluation Team



Feedback
Assistant



Suggestion
Box



Hotline Number:

+90 8505328218



SMS Number:

+90 535438011

YOUR FEEDBACK MATTERS!
**WE NEED YOUR FEEDBACK FOR A BETTER
SERVICE FOR YOU!**



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