

AAP Task Team: Compendium of Key AAP Indicators

Theme	AAP question*	AAP indicator
Theme 1: quality of relationships	Do aid providers treat you with respect?	% of respondents who feel respected by aid providers
	Do you think aid agencies/actors act in your best interest?	% of respondents who feel aid agencies/actors act in their best interests
Theme 2: empowerment	Do you feel aid agencies/actors take your community's opinions into account when providing support to your community?	% of respondents who feel aid agencies/actors take their opinions into account when providing support to their community
	Do you feel the support you receive helps you live without aid in the future?	% of respondents who feel the support they receive helps them to live without aid in the future
	<i>Follow up to those who answer no: What would make you feel better prepared to live without aid in the future?</i>	
	<i>Have you received training on livelihood skills?</i>	
	<i>Follow up question to those who answer yes: Was the training useful in improving your livelihood prospects?</i>	
	Do you or your family have access to livelihood opportunities?	% of respondents who have access to livelihood opportunities
Theme 3: information and communication	Do you feel informed about the kinds of aid and services available to your community?	% of respondents who feel informed about the kinds of aid and services available to their community
	<i>Follow up question to those who answer no: Do you know where to access information about aid and services available to your community?</i>	
	<i>Who would you trust most to receive information from?</i>	
	<i>Which channels do you trust most to receive information from?</i>	
	Is information currently provided to you in a timely manner?	% of respondents who say information is provided in a timely manner
	Is the information you currently receive relevant to you?	% of respondents who say information provided is relevant
	Is the information you currently receive understandable to you?	% of respondents who say information provided is understandable

	Is information provided accessible to all members of your community?	% of respondents who say information provided is accessible to all
Theme 4: participation and complaint mechanisms	Are you or your community consulted before aid/services are provided?	% of respondents who say themselves or their communities are consulted before aid/services are provided
	Do you feel adequately represented by your community leader (RWC leader)?	% of respondents who feel adequately represented by their community leader
	Do you know how to file suggestions or complaints about the aid/services you receive?	% of respondents who know how to file suggestions or complaints about the aid/services they receive
	Do you think the current channels for filing suggestions or complaints are accessible?	% of respondents who feel the current channels for filing suggestions or complaints are accessible
	<i>[For those who have filed a complaint] Why have you not filed a complaint?</i>	
	<i>[For those who have filed a complaint] How did you file your suggestion or complaint?</i>	
	<i>[For those who have filed a complaint] Was this your preferred channel? If not, how would you have preferred to file your suggestion or complaint?</i>	
	[For those who have filed a complaint] Did you receive a response to your complaint.	% of respondents who received a response to their complaint
	If so, were you adequately responded to?	% of respondents who were adequately responded to
	If so, was the response provided in a timely manner? (timeframe to be defined)	% of respondents who received a response in a timely manner
	If so, did you feel safe while filing your suggestion or complaint?	% of respondents who felt safe filing their suggestion or complaint
	<i>Follow up to those who answer no: why?</i>	
	Do you feel able to report instances of abuse or mistreatment by aid agencies/actors?	% of respondents who feel able to report instances of abuse or mistreatment by aid agencies/actors
	[For those who have filed a report].	
	<i>How did you file your report?</i>	
<i>How would you prefer to file a report?</i>		
If so, were you adequately responded to?	% of respondents who were adequately responded to	

	If so, do you understand the process of what to expect after you report the case of abuse or mistreatment?	% of respondents who understand the process after filing a report
Theme 5: quality of services	Does the aid/services you receive cover your most important needs?	% of respondents who feel the aid/services they receive meet their most important needs
	<i>Follow up question to those who answer no: What aid/services needs to be improved?</i>	
	Do you think aid goes to those who need it most?	% of respondents who feel aid goes to those who need it most
	Do aid/services come at the right time?	% of respondents who feel aid/services come at the right time

* Italics are AAP questions rather than indicators

Additional indicators / standards on feedback and complaint handling

1) Referral pathways:

- # of feedback/complaints received and forwarded to responsible actors
- Percentage of referrals responded to within the appropriate time frame (timeframes to be defined)

2) Quality of feedback mechanisms:

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

3) Feedback of feedback, a couple of examples from IASC that could be adjusted:

- Information is routinely provided on feedback from participatory processes (IASC 2.2.3)
- Feedback is actively sought from communities and there is evidence to back this up (IASC 3.1.3.)