

A step-by-step guide to the WFP targeting appeals process

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Households that want to request an appeal of WFP's decision to end food assistance can pick up an appeals application form at any UNHCR office, WFP distribution site, or from any WFP field staffer. Refugees who have mobility problems and cannot travel to one of these locations to get an application form can contact UNHCR or WFP. A representative from WFP or UNHCR will call the refugee back and fill in the form over the telephone. Applications also are available online at <http://tinyurl.com/ksj63ew> (WFP) and <http://tinyurl.com/k3qu8pa> (UNHCR).

1.
 - ❖ There is no timeframe for them to fill out this application form.
 - ❖ One representative of the household should fill out the appeals application form and attach copies of requested documentation to it.
 - ❖ If refugees have difficulty filling out the form, they can go to a UNHCR field office or WFP distribution site to get help in completing the appeals application form. Applicants should be reminded to bring supporting documentation with them.
 - ❖ Households should not fill out multiple application forms. Doing so would NOT help their case. Instead, it would slow down the decision-making process by adding to the workload of the appeals review committee.
2. Refugees should return the appeals application form with required documentation to any UNHCR office or WFP distribution site.
3. UNHCR staffers who receive a completed appeals application form with supporting documentation should send it to Kate Washington. (Staff members with questions can contact her at washingk@unhcr.org.) WFP staffers should send completed appeal application forms with supporting documentation to Nicole Carn. (Staff members with questions can contact her at nicole.carn@wfp.org.)
4. Once received in Amman, the forms will be entered into a computer file.
5. The completed application forms and supporting documentation then will be reviewed by a small, senior-level committee.
6. Applicants will be informed via text message of the decision that has been made on their appeals request.
 - ❖ The committee will attempt to make decisions on application forms within one month of their receipt by the committee — but that timeframe is likely to be longer because of the high number of appeals applications that the committee has received.