



AAP TASK FORCE

Meeting Details		
Date	November 17 th , 2022	
Time	11:00 hr – 12:00 hrs	
Chair	Monica Vazquez, Associate Inter-Agency Coordination (AAP) Officer	
Reporting	N/A	
Email	vazquezm@unhcr.org	
Agenda		
<ol style="list-style-type: none">1. Internews – Information Ecosystem Assessment Moldova2. Basics on Feedback and Complaint Mechanisms3. Quick updates		
Information collection and relevant links		
<ul style="list-style-type: none">• AAP TF Presentations Folder• CBCM Folder		
Participants		
Monica Vazquez, UNHCR	Dan-Cristian Cubreacov, WFP	Tatiana Bogaci, NRC
Vitalie Popov, Refugee Response Helpline	Marianna Prysiazniuk, Internews	Farhad Imambakiev, UNICEF
Aleksandr Macuhin, Dopomoga	Irene Scott, Internews,	Lovisa Salomonsson, UN Women
Elena Cernicova, Moldova for Peace	Virgina Moncrieff, IOM	
Nadejda Diacon MEAL Officer at HI	Abandokht Sarkarati, UNFPA	



Summary of discussions and agreements/ action points

Agenda	Discussion	Agreements/ Actions
<p>Internews – Information Ecosystem Assessment Moldova</p> <p>Irene Scott irene.scott@INTERNEWS.ORG</p>	<p>Internews informed they are doing an Information Ecosystem Assessment in Moldova with the support of UNHCR. You can find the presentation here.</p> <p>At glance the locations selected are Chisinau, Balti, Cahul and UTA Gagauzia. The timeline is November 2022 to February 2023. Directed to people displaced from their country of origin and Moldovan host families.</p> <p>The AAP Task Force will be updated on the progress of the assessment and will be consulted on a regular basis.</p>	<p>Internews will reach out to some of the AAP Task Force members for follow up.</p>
<p>UNHCR – Feedback and Complaint Mechanisms, an introduction</p> <p>Monica Vazquez vazquezm@unhcr.org</p>	<p>UNHCR provided a presentation on the feedback and complaint mechanisms to introduce some basic concepts and minimum standards. The objective was to set a common ground among partners and open the discussion.</p> <p>In previous discussions the Task Force agreed to have before the end of 2022 a list of complaint focal points, an understanding of the status of the mechanisms in place, and a common categorization.</p> <ul style="list-style-type: none"> • Focal point for complaints - it was agreed that to the nature of some complaints it needs to be endorsed by Snr. Management/Coordinators/Directors. So the request to assign a person will come from the RCF to the organizations, and the AAP colleagues in CC. The AAP TF members will be ready to provide further information within their organizations. • Categories – the members need to provide comment on a first proposal of categories to classify the feedback and complaints. <p>In 2023 the TG will work on the implementation of more robust mechanisms and a collective reporting, as well as exploring the possibility of having a common mechanism for the Refugee Response. Right now the Green Line and some</p>	<p>FOCAL POINTS:</p> <p>The Inter-Agency Coordination team will reach out to the partners to ask for the focal point</p> <p>CATEGORIES:</p> <p>All members should provide feedback of the categories in the shared document.</p> <p>CURRENT STATUS OF THE MECHANISMS:</p> <p>Please complete the information regarding the status of your feedback and complaint</p>



	<p>organization's mechanisms, like UNHCR's, serve to all the response but if we agree to give visibility to the mechanism as a single one more channels will be needed as well as clear pathways, and SOPs.</p> <p>The Romania Information Ecosystem Assessment showed that refugees from Ukraine preferred to complaint in writing, and so far some of the mechanisms in Moldova reveal the same preference. The Moldova IEA will provide evidence on this topic.</p> <p>There is also an urgent need to have better coordination with the PSEA focal points, and the mechanisms in place for such complaints. Also to be aware of the existing SOP.</p> <p>Members of the task force raised some question regarding how to handle anonymous claims, and the investigation processes, as well as possible retaliations. The responsibility of the government on some issues was also discussed when a criminal act is involved, and the importance of consent to share/take action.</p> <p>Capacity building is needed for humanitarian workers to take in person complaints in formal and informal settings.</p> <p>It was stressed out the responsibility of the AAP focal points to have effective mechanisms in place, and to socialize it within their organizations, and to the beneficiaries. In addition to mainstream the AAP concepts across the response.</p> <p>The people are heavy users of Viber and Telegram so we should evaluate them as potential channels.</p> <p>Other topics were addressed such as location, accessibility and potential abuse of the mechanisms.</p>	<p>mechanism: https://forms.microsoft.com/r/5Wfug3J3JU</p>
Updates	Aleksandr Macuhin from Dopomoga, provided an update on education for children. There is a new mechanism with the Direction of Education, where an additional	



	<p>process has been set in place to change from auditing status to fully enrolled. Parents interested need to approach the local education institution.</p> <p>Information available in the site.</p> <p>Monica Vazquez, the Temporary Protection communication campaign is being developed with the Moldovan Government, it will be shared as soon as it is ready.</p> <p>There was a question regarding children born in Moldova, and confusion around the birth certificates.</p>	
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