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# COMPLAINTS AND FEEDBACK MECHANISM TOOLKIT

## LOCALIZED ILLUSTRATED MATERIALS WITH WRITTEN AND AUDIO-RECORDED KEY MESSAGES IN MULTIPLE LANGUAGES

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Research on [language and communication barriers in complaints and feedback mechanisms](#) found that displaced and host communities in northeast Nigeria want more information about complaints and feedback mechanisms (CFMs).

Translators without Borders (TWB) produced a toolkit to help humanitarian responders engage in more effective dialogue with communities in other languages by developing 16 products designed for print.

The products are based on 14 evergreen simple key messages developed by members of the ProSPINE+ consortium in response to research findings. TWB then translated and

recorded the messages in Hausa, Kanuri, Shuwa Arabic, Mandara, Fulfulde, Bura-Pabir, Fulani, Waha and Kibaku. The products are illustrated to support comprehension among displaced and host communities.

The tools in this document serve as a guide only (and not a final copy) because they still need to be field-tested with the intended audience groups.

The toolkit responds to evidence of affected need for vital information on CFMs, and the need for humanitarian agencies to deliver accountability. The pictograms and audio scripts can also be a reference for the design of further print, audio, and visual information,

education and communication materials.

You can find this document in Hausa, Kanuri, Shuwa Arabic, Mandara, Fulfulde, Bura-Pabir, Fulani, Waha and Kibaku [here](#). Additional translation will be required to use the tools in other parts of Nigeria. We recommend calling on the services of professional translators in that case. Enumerators and CFM focal points should also have time to review the translated tools after they are pre-tested in communities so that they are familiar with the translations

of safeguarding and procedures.

### How to use the key messages

Table 1 below groups the messages by subtopic.

The audio key messages ([here](#)) are designed to be played while showing the pictorial communication ([here](#)). However, the audio recordings and illustrations can also be used separately.

CFM Key Messages	
<b>Definition of CFM</b>	<i>A complaints and feedback mechanism (CFM) is a system that receives, processes and responds to concerns from the community on either humanitarian services, assistance or behavior.</i>
<b>Channels</b>	<i>Ways to give feedback: in person, or through suggestion boxes, voice recorders, hotlines/toll-free lines, or community consultations.</i>
<b>Who can use CFM</b>	<i>Every member of the community can make a complaint or give feedback, regardless of their background.</i>
<b>Confidentiality and sensitive complaints</b>	<i>All complaints and feedback are confidential: your personal information will not be shared. Complaints and feedback are made in a safe and confidential place. If your complaint needs investigation, it will be done in a confidential way and responded to in a timely manner. If you are a girl, young or adult woman with a sensitive complaint to share, you may choose to speak to a female aid worker.</i>
<b>Closing feedback loop</b>	<i>Your complaint should be responded to in a timely manner.</i>
<b>Participation and transparency</b>	<i>You have a vital role to play in planning programs that affect your community. We aim to involve all members of the community in program planning. You have the right to be informed of the humanitarian services provided in your area, as well as how people choose to receive these services.</i>

**Reporting**

*All humanitarian assistance is free of charge. In case you are asked to provide sexual, monetary or other favors in exchange for land, food, goods or other services, report this to a person or organization you trust.*

*Please report if an aid worker behaves badly. You will not be punished or denied assistance if you do that.*

*We take abuse and misconduct seriously, so, please report them if they occur in your community.*



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Translators without Borders believes that everyone has the right to give and receive information in a language and format they understand. We work with nonprofit partners and a global community of language professionals to build local language translation capacity and raise awareness of language barriers.

Originally founded in 1993 in France (as Traducteurs sans Frontières), TWB translates millions of words of lifesaving and life-changing information every year. For more information on our work, visit [translatorswithoutborders.org/](https://translatorswithoutborders.org/) or contact [info@translatorswithoutborders.org](mailto:info@translatorswithoutborders.org).