

Title: **Complaint Mechanism in Emergencies**
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Accountability is the key to working in emergencies. Its importance has further increased with the cases of corruption in the emergency and relief activities around the globe. Complaint Mechanisms in fact is the basic ingredient of accountability through which all the stakeholders especially the local communities / the beneficiaries of the project and others have space and opportunity to raise their voice in case any thing wrong is being done during the relief / emergency support activities.

Complaints mechanism procedures are seen as a means to ensure direct input at any given time from donors to affected communities. PDI also values the response should be conducted in a manner with professionally and financially sound, scrupulous, efficient and effective. The publication elaborates the key tools processes and mechanisms for the complaint making during the emergencies. PDI has been successfully using these tools, processes and mechanisms. In fact PDI with the passage of time have developed its own indigenous complaint mechanism which was tested for years in the field and after having successful this mechanism has been compiled and presented in the shape of a brochure.

Note: Please send us email at pdi@pdi.org.pk for the copy of the publication

