

Review of the Pilot Survey to Assess the Awareness and Effectiveness of the Community Feedback and Response Mechanism – Homes not Houses Project



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Summary

Funded by the European Union, jointly implemented by Habitat for Humanity Sri Lanka (HFHSL) and World Vision Lanka (WVL), the 'Homes not Houses Project' is expected to benefit more than 215,250 internally displaced people in the Northern and Eastern Provinces of Sri Lanka. Seeking to serve the most vulnerable families displaced by the civil war, the project has committed Euro 14.7 million towards providing returnee families with permanent and affordable housing solutions, social infrastructure, and livelihood protection. The project follows the "Home Owner Driven Approach", where Habitat Sri Lanka mentors, trains and monitors the construction of homes by the project beneficiaries. Promoting eco-friendly and climate-appropriate construction practices was an integral component of the "Homes not Houses Project" design.

Habitat for Humanity Sri Lanka (HFHSL) recognizes the right of beneficiaries and community members to give feedback and seek a response about the European Union-funded "Homes Not Houses Project" affecting them. The reasons for establishing a feedback mechanism are to support accountability, transparency, empowerment, monitoring and evaluation, and program improvement, and to provide early warning of impending problems of the "Homes Not Houses" project activities to HFHSL & WVL.

The telephone survey was conducted from December 2020 to February 2021, to assess the awareness and effectiveness of the Community Feedback and Response Mechanism (CFRM) for ongoing construction home beneficiaries in North & East. During the remote telephone survey, 30 beneficiaries from North and 24 beneficiaries from East (total 54) were assessed independently with two different questionnaires.

The final report consists of two independent reports for North & East.

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Part – I

**Review of the Pilot Survey to assess the awareness and effectiveness of the Community Feedback
and Response Mechanism - North**

Summary

A complaint procedure¹ is part of the Habitat for Humanity Sri Lanka (HFHSL) under the European Union funded “Homes Not Houses” Project.

This procedure is to provide an avenue for the Beneficiaries who will benefit from receiving any house, to lodge any complaints. A telephone survey was commissioned to test the awareness and the effectiveness of the complaint procedure and assess whether complaints are being made.

The number of Beneficiaries selected from Mullaitivu was 208 and from Kilinochchi, 162. The total number of Beneficiaries was 370 and the sample size required for it was calculated as 61.

After completing the survey of 30 Beneficiaries the survey was halted to review the results and assess the probability of success which will influence the sample size. It was also found that some questions needed to be reworded and some deleted to improve the effectiveness of the questions. The Beneficiaries for the survey were selected randomly Excel random number generator.

The survey results indicate that most if not all the Beneficiaries whether they are aware of the complaint procedure verbatim or not, know how to contact Habitat and make their complaints heard. Indeed, there is evidence to show that the complaints were resolved to the satisfaction of the Beneficiaries.

The validity of the survey is proved by one outlier result which contains a single issue in which the Beneficiary requested cement/concrete blocks, whereas Habitat insisted and got him to accept CSEB blocks. This does not fit in with the rest of the findings as 25 out of 30 Beneficiaries surveyed, confirmed that they used cement or concrete blocks either purchased or which they cast themselves.

This shows the survey was conducted fairly and the Beneficiaries were indeed selected randomly without any input or influence from any interested parties. To conduct the survey, the questionnaire contains some closed and some open questions. It is difficult to see how a fair survey could be conducted without open questions to solicit the full response from the Beneficiaries.

The overwhelming responses are that the Beneficiaries are pleased they got their houses and they are thankful to Habitat for offering them and managing the project with their TO. All 100% of the Beneficiaries were happy with the behavior and service of the TOs. Even the one outlier who responded commented that during the duration of the project there were three TOs who came to help him.

¹ Ms. Shashika Gonapinuwala Complaint Feedback and Response Management (CFRM) Sri Lanka._ Approved by APO Internal document. First created 25th August 2020 and last modified 5th November 2020.

1 Introduction

Habitat for Humanity Sri Lanka (HFHSL) under the European Union funded “Homes Not Houses” Project, was entrusted to manage vetting the applicants, selecting them and guiding them to build a “Home Not a House”. Those who are selected to benefit from the “Homes Not Houses” project are called the “Beneficiaries”. Once the Beneficiaries are selected, they are given support to build and complete the houses and make them “Homes”. This is a difficult task as by definition those who need the houses are deprived and do not have sufficient means to earn a decent living or even earn a minimum living wage. Therefore, this difficult task involved appointing a qualified Technical Officer (TO) to guide and supervise the project until a lockable state of the house had been achieved. Lockable means the house is completed to a standard where the doors can be locked and people can live in it and make it a home.

Releasing the funds and supporting the Beneficiaries to complete their houses to homes came with some conditions. One of these conditions is that a mechanism is put in place to ensure that the Beneficiaries can raise any concern through a complaint procedure which would be addressed accordingly. This was achieved by introducing a complaint procedure so that the Beneficiaries can raise any concerns formally.

All management systems have to be developed, implemented and reviewed to assess their effectiveness. The complaint procedure¹ was developed by Ms. Shashika Gonapinuwala. There is a power point presentation² which gives a summary of the procedure which is in Tamil and English. The effectiveness of the procedure has to be reviewed. It was agreed at a Red Flag meeting that this review would be carried out by a telephone survey.

2 Objective

The objective of this survey and this report was to contact some Beneficiaries selected randomly and conduct a telephone survey to assess the effectiveness of the procedure.

¹ Ms. Shashika Gonapinuwala Complaint Feedback and Response Management (CFRM) Sri Lanka. First created 1st December 2020 and last modified 1st December 2020

3 Survey Method

This telephone survey was conducted as per the guidelines and ethics outlined by “The Marketing Research Institute International (MRII)”. The survey questions were developed based on the complaint procedure¹. Just simply asking whether they are aware of the complaint procedure would not give a truly holistic view. The questionnaire had to be developed to collect data from a minimum of three sources and to triangulate the results. The first part of any such survey has to ensure a “quota” system to ensure that samples from different areas or groups are selected to ensure a proper representation of the sample. This was done by setting up the questions in Part I. These questions will not only be used to ensure proper representation but to enable the triangulation of the results from Parts II and III.

Part II was designed to assess the steps and effectiveness of the project management issues. The function of this part is to take some base data on the process which can be triangulated with the findings of other sections.

The third part was to test the awareness of the complaint process. The first part of this section is to test whether the Beneficiaries were aware of the 10 different methods of lodging any complaints. For this reason

The cornerstone of this part, is to provide an open question to solicit any other points which could have been missed in the closed questions. This gives the Beneficiaries the option to add any issues they may have.

4 Sample Size and Quota

The statistical methods for sample size is based on the level of confidence which is normally taken at 95% confidence level, the probability of success, the accuracy of the survey required which is normally 5% and finally the population size.

The formula for calculating the sample size “S” is

$$s = \frac{Z^2 \left(\frac{p(1-p)}{e^2} \right)}{1 + Z^2 \left(\frac{p(1-p)}{e^2 N} \right)}$$

Where Z is the “Z score” for required 95% confidence level confidence lever,

p is the probability of success, if it is 100% or 0 the sample size is 0 and the sample size is maximum if the probability of success is 50%,

e is the accuracy required

N is the population size.

The calculated sample size for 95% confidence level, 5% accuracy and 95% probability of success and for a population of 370, gives the calculated sample size is 61.

5 Developing the Questionnaire and Conducting the Survey

The questionnaire was developed based on the complaint procedure¹ and other knowledge of the housing project. It was initially tested by conducting a face to face interview. Based on that some wording and amendments were made. Once the questionnaire was prepared, it was submitted for comments. Only after it was confirmed that there were no comments, were the interviews conducted.

The interviews were conducted by people who were not involved in the housing project nor understood the process. This is because, had the interviews been conducted by TOs or Engineers, then there was a very high probability that the way the questions were read out and the response of the Beneficiaries would have been influenced by the technically biased interviewers. For this reason non-technical girls were engaged to conduct the interviews. The girls were engaged to do the interviews as this avoided any unwanted issues arising from men calling any lady Beneficiaries. As per the standard, 10% of the interviews were re-checked to ensure the interviews were conducted correctly.

Another reason to engage non-technical staff was to record the responses verbatim. Issues with recording responses verbatim are that there will be a variety of responses for the same point. These then had to be coded to a manageable variety of responses to analysis them.

To ensure the ethical aspects of the interview, the final report will not have the details of the Beneficiaries but instead it will have a unique sequence of numbers so that the original data (the questionnaire) can be traced back.

There were 208 Beneficiaries on the list for Mullaitivu and 162 on the list for Kilinochchi. The Microsoft Excel function for generating random numbers was used to select 20 names from each of the lists which were then given to the interviewers. When either the Beneficiaries did not answer or the phone number was wrong or disconnected, the interviewers were asked to select the next name on the list.

After conducting 30 telephone interviews the interviews were stopped to analyze the data to check whether the sample size had to be changed or not. If the assumption that the probability of success is 95% was not correct, then the sample size would have to be changed.

6 Analysis of the Data

The data was analyzed first in parts then the results were triangulated to get a holistic view of the effectiveness of the compliant procedure.

The objective of conducting Part I of the survey was to establish the progress of each house and whether the Beneficiaries were happy with the house they got and whether the Beneficiaries had sufficient contact with the TOs or other HFHSL staff to make complaints or to give any feedback.

The Beneficiaries' views of the status of their house with respect to completion, shows that 13% of them confirmed that their houses were completed. Another 13% confirmed that they only needed to complete doors, windows and the floor to finish the house. 20% of them mentioned that their house was at lintel level. Of those who responded that their house was at lintel level, one gave additional comments about the fact that HFHSL did not listen to him and did not give him the concrete house he requested but instead they insisted it had to be a CSEB block house. This does not seem to fit in with other responses as Table 2 shows 80% of the houses were built using cement / concrete blocks including the Beneficiaries making their own blocks. This highlights the reason why asking three types of questions to triangulate the results is important.

To assess whether the Beneficiaries had sufficient contact with HFHSL staff to complain or make their views known, whether their house was a model house or not was asked and thereafter they were asked to establish whether any other visitors visited their homes. Of the 30 Beneficiaries interviewed only one was a model house and three visitors with the TO visited. Other Beneficiaries mentioned that mainly TOs visited and some of them confirmed that the PM (Project Manager), Marahan Sir, Engineer, people from HQ and three other people from Colombo visited. There was no mention of M&E officers visiting. This could have been counted as "Engineer".

All beneficiaries confirmed that the TO behaved well and they had no cause to complain. When they were asked if they were happy with the house they got, all but two mentioned that they were. Some of them confirmed that they were very pleased and very thankful to the NGO who provided the funding for the house.

One of the two responded and said he was not happy, is the same person who raised the issue about not being granted the concrete house, but was given a CSEB house. As mentioned above, his comments do not fit in with the rest of the survey findings. It does not matter what questions we asked, this Beneficiary would have given the same answer to express his views regardless of the questions asked and his response does not fit in with the majority of the findings.

Finally the questions related to the awareness and effectiveness of the complaint process. The complaint procedure has 10 ways which the Beneficiaries could use to contact HFHSL or anyone else to make any complaints. Prior to presenting the 10 ways of contacting HFHSL, the Beneficiaries were asked to mention the methods of contacting HFHSL, to solicit their own views.

The first question asked was, whether the Beneficiaries are aware of the complaint procedure. Of the 30 Beneficiaries interviewed, 9 of them said 'yes' and two of them said they knew of it to some extent. This adds up to 11 out of 30 Beneficiaries which is about 30% who were aware of the process.

When they were asked how they would go about contacting their TO, the majority (just over 50%) of them, confirmed that they would go to the office in person. When they were asked how they would contact others at Habitat, 21 out of 30 which is 70% of them mentioned that they would go there in person. At the other extreme, one of the Beneficiaries mentioned that they do not see the need to contact anyone at Habitat as they are happy with the TO.

The awareness of the methods made available for contacting Habitat was tested by reading the methods and recording their awareness. 93% of them mentioned that they would go in person. About 30% of them were aware or would use the telephone. Only two of the 30 respondents knew and were aware of all ten methods.

When the Beneficiaries were asked "Did you ever feel you had to contact Habitat to complain about anything?" 21 of them responded 'no' and one of them made a comment "No there was no need as all the work was done as per the project plan." The full list of all responses is given in Table 6. The comments associated with the responses are interesting, so for that reason the comments are included in the table. The response of the outlier response was "Yes many times". He also made further comments which are all given in Appendix 02.

7 Discussion of the Results

Habitat for Humanity Sri Lanka (HFHSL) under the European Union funded the "Homes Not Houses" Project which required a compliant procedure to be implemented so that the Beneficiaries could lodge any of their concerns. To ensure this is done and implemented correctly, a procedure¹ was developed. To assess

its implementation a survey was commissioned to test the complaint procedure. This survey was structured in three parts to collect information in three different directions in order to triangulate the results.

The total population of Beneficiaries selected are from Mullaitivu - 208 Beneficiaries and Kilinochchi - 162 Beneficiaries. Based on the assumption of 95% confidence level, with 5% error and 95% probability of success, the sample size required is 61. After completing the initial survey of 30 Beneficiaries, the survey was halted for the following reasons.

- Some of the questions were not clear
- Some of them seem to repeat
- To check the initial assumption that the 95% probability of success is correct.

The Beneficiaries for the survey were selected randomly. When the Beneficiaries either did not answer or the phone number it was no longer valid, the next Beneficiary on the list was selected.

The survey results indicate that most if not all the Beneficiaries, whether they were aware of the complaint procedure knew exactly how to contact Habitat and make their complaints heard. There is evidence to show that the complaints were resolved to the satisfaction of the Beneficiaries.

The validity of the survey is proved by the one outlier result containing a single issue where the Beneficiary requested cement / concrete blocks, whereas Habitat insisted on and delivered CSEB blocks. This does not fit in with the rest of the findings as 25 out of 30 Beneficiaries surveyed confirmed that they used cement or concrete blocks either purchased or which they cast themselves.

This shows that the survey was conducted fairly, and the Beneficiaries were indeed selected randomly without any input or influence from any interested parties. To conduct the survey the questionnaire contains some closed and open questions. It is difficult to see how a fair survey could be conducted without open questions to solicit a full response from the Beneficiaries.

The overwhelming responses are that the Beneficiaries are pleased they got their houses, and they are thankful to Habitat for offering and managing the project with their TO. All of the Beneficiaries were happy with the behavior and the service of the TOs. Even the one outlier who responded commented that during the duration of the project there were three TOs who came to help him.

Of the 30 Beneficiaries randomly selected, 4 houses were said to be completed, four require minor work such as doors and windows to complete them. Six are at lintel level and three at foundation level: one is waiting for blocks from Colombo and due to COVID 19 they are not able to give a definite date when the project can be completed.

8 List of Tables

Table 1 An overview of the house completion

Type of response	Number	%
No response	2	7%
Completed	4	13%
Doors, windows and floor to be completed	4	13%
Delays due to COVID (one at foundation level -block problem due to COVID)	2	7%
Lintel level (Note: one complained)	6	20%
Need money to complete	1	3%
Foundation level	1	3%
Not completed	4	13%
Roof in progress	5	17%
Will complete within 2 months	1	3%
Total	30	100%

Table 2 Number of houses completed with different blocks

Types of blocks used	No-House	%
Own blocks cast by Beneficiaries	8	27%
Cement / concrete blocks	14	47%
Red bricks	1	3%
Red bricks demolished and rebuilt with own cast cement blocks	2	7%
Do not know	3	10%
CSEB blocks	2	7%
Total	30	100%

Table 3 Method of contacting their TO

Method	No
TO visited	3
In person	17
Phone and when the TO visited (The response of the outlier answer who gave the response which does not fit in with other response)	1
By phone	3
Telephone (Due to COVID the TO does not come)	1
By phone and or in person	4

TO is in Batticaloa - no contact with him	1
Total	30

Table 4 Response to how would they contact Habitat

Method	No
By letter	1
By phone and or in person	4
In person (The response of the outlier answer who gave the response which does not fit in with other response is also in this response.)	21
No we did not contact others	1
No need to contact anyone we were happy to contact the TO	1
Through the TO	2
Total	30

Table 5 Response to the methods of contacting Habitat for lodging any complaints

Method	% will use the method
In person	93%
Complaint box	13%
Postal service	10%
Online	7%
Fax	7%
Email	7%
By telephone	30%
Referral	7%
Courier service	7%

Table 6 Did you ever feel you had to contact Habitat to complain about anything?

Comments	No
Block problem	1
Complained because of the delay in receiving the money	1
GS and TO	1
No	20

N There was no need as all the work was done as per the project plan.	1
Y Because there was a delay in receiving the funds	1
Y Complained about not wanting to use CSEBs	1
Y Many times (The response of the outlier - see additional comments in Appendix 01)	1
Y They first made a complaint for not selecting them as beneficiaries then they complained to change the blocks.	1
Y When the first CSEB blocks were given, I asked the manager to change it and they gave me cement blocks	1
Y Wrote a complaint letter as I did not get the house.	1

9 Appendix I

Question Ref.	Detailed comments of the outlier response.
Part I Date the project was completed	Will be completed when the money is paid. See comment.
	Comments for the above response. Will be completed when the rest of the money is paid. Additional comments - At the start there was a meeting, and it was said that we can build the house either from Cement or CSEB blocks. I asked for cement blocks. They did not give it. I argued about this with the relevant people. No decision was made, therefore I am building the house as insisted by the NGO I am building the house against my will.
Part I Current situation	Wall completed up to the lintel.
Part I Are you proud of the house?	As per your definition, ours is not a home it is a house and I am not happy with it.
Part II	No excesses comments in Part II
Did you ever feel you had to contact Habitat to complain about anything?	Y Many times
Finally, do you have any comments on the whole project and your home?	This house was completed against my wishes. From the beginning I said I did not want the CSEB block house. They did not take any notice of my comments. They told me if we build the house with CSEB blocks then there is no need to plaster and we will not get any illness, it will be cooler than the cement block houses. They then took me to see three houses, there were cracks on those houses. I pointed this out to them. I asked them please give me the cement block houses. This dragged on for two years, but the NGO people did not inform me of any decision. I spoke to the relevant people in person many times.

Question Ref.	Detailed comments of the outlier response.
	<p>They told me to build the house with CSEB blocks as there are no other alternatives. There is no benefit of dragging the house building for three years. I stopped work and went to talk to them and lost my own money.</p> <p>Now, as per their instructions I am building this house. With respect to this house, I am neither satisfied nor happy with it. From the start we had three TOs because of that I did not get the money on time. At least in future, if I am given the money in time I can and will complete the work on time.</p> <p>I am thinking of sending a message to the NGO people, if NGOs are to give grants or help the beneficiaries then they should consult the beneficiaries and give them what they need.</p>

10 References

¹ Ms. Shashika Gonapinuwala Complaint Feedback and Response Management (CFRM) Sri Lanka._ Approved by APO Internal document. First created 25th August 2020 and last modified 5th November 2020.

² Ms. Shashika Gonapinuwala Complaint Feedback and Response Management (CFRM) Sri Lanka. First created 1st December 2020 and last modified 1st December 2020

Part – II

**Review of the Pilot Survey to assess the awareness and effectiveness of the Community Feedback
and Response Mechanism - East**

1 Introduction

The Community Feedback and Response Mechanism (CFRM) delivered a mechanism that enables the beneficiaries and community members to provide feedback and seek responses concerning project activities of HFHSL and World Vision Lanka (WVL) in their communities, in a manner that is safe, non-threatening, and accessible.

The CFRM had three system components;

- (a) Information to beneficiaries and communities,
- (b) Receiving feedbacks and documenting it systematically, and
- (c) Responding to feedback.

CFRM was a tool that fosters transparency by establishing two-way interactions between the community and the project team. It enhances the abilities of communities to spot out the pros and cons of programs/projects from their perspective. If these forwarded information/ feedbacks are incorporate into the project, then it becomes more adaptable to the beneficiaries/ communities.

2 Objective

The objective of this assessment was to test the awareness and the effectiveness of the complaint procedure and assess whether complaints are being made.

3 Survey method

The structured questionnaire was used in the assessment and the survey questionnaire was drafted by the HFHSL Monitoring and Evaluation (M&E) team. The questions were reviewed by the Chief of Party (CoP), Senior Project Manager, and Alternation Construction Specialist.

The survey questionnaire consists of two parts. Part I was designed to collect the general information about the homeowner and Part II was designed to assess the awareness of the community feedback/complaints mechanism.

4 Sample size and quota

The calculated sample size for 95% confidence level, 5% accuracy, and 95% probability of success and a population of 36, gives the calculated sample size is 24. Households from the East were selected using systematic random sampling using a random start technique. The data collection was conducted remotely via phone and then entered to excel so it could be analyzed.

5 Analysis of the Data

There was a total of 24 beneficiary satisfaction surveys completed across the four Grama Niladhari (GN) Divisions in the East (01 – Kithul / 12 – Karadiyanaru / 05 – Villavettuvan / 06 – Karavetti). 23 of respondents were CSEB homeowners. 01 of the respondent was Baker Bond homeowner.

The beneficiaries' views of the current status of the house (Construction Progress), show that 02 of them confirmed that their houses were completed. 13 confirmed that they only needed to complete doors, windows, and the floor to finish the house. Another 5 of those responded that their house was at roof level. 2 of them mentioned that their house was at wall level. 2 of them mentioned that their house was at foundation level.

All 24 respondents confirmed that they all were aware of the community feedback/complaints mechanism which was implemented by HFHSL under the EU-funded Homes not Houses Project.

In terms of assessing whether the beneficiaries had any contact with anyone at Habitat Sri Lanka other than the Technical Officer assigned to their home construction, 17 of them mentioned 'Yes' and they confirmed that they had contacted the PM (Project Manager) and M&E (Monitoring & Evaluation) Officers while visited home. While 7 respondents said 'No' and mentioned that mainly contacted the TOs.

Further, all 24 beneficiaries confirmed that, If they had to get in contact with Habitat Sri Lanka in the future they will get in touch with HFHSL via mobile telephone.

The survey questionnaire has 12 methods that the beneficiaries could use to contact HFHSL or anyone else to make any complaints. The first question asked was, whether the beneficiaries are aware of these methods of contacting Habitat Sri Lanka and 100% of them mentioned that they were aware and used the method of the mobile telephone. All 24 respondents mentioned that they

were aware of the two (2) Mobile Contact Numbers (Hotlines) provided by Habitat Sri Lanka and which is displayed in the Log Book and 42% of them mentioned that they contacted Habitat Sri Lanka by using these mobile contact numbers (Hotlines) while 58% of them stated 'No'.

When asked "Did you ever feel the need to contact Habitat Sri Lanka desperately to complain about anything?", 22 of them responded 'No' while 02 respondents of beneficiaries surveyed said 'Yes'.

When beneficiaries were asked "Do you have anything or any challenges on Habitat regard home construction or WVL on livelihood support or training or any other project-related matters?", 100% of them responded 'Yes' and all the 24 beneficiaries commented about livelihood support provided by WVL. several specific comments that were recorded are:

- Want any livelihood assistance
- Didn't get any livelihood support, therefore kindly help us
- Need poultry(Chicken farm) & Goat rearing
- Need support for home gardening/farming

When allowed to add any other comments, one of them commented "They need chimney height is low".

6 Conclusion

A survey was conducted to assess the awareness and effectiveness of the Community Feedback and Response Mechanism (CFRM) for ongoing construction home beneficiaries across the four Grama Niladhari (GN) Divisions in the East.

The data collection is done remotely over the phone. Many of the sampled beneficiaries could not be reached because their phones were either switched off or out of network coverage. Those who could not be reached were replaced by another randomly-selected beneficiary from the list.

The survey results indicate that 100 % of them were aware of the community feedback/complaints mechanism which was implemented by HFHSL under the EU-funded Homes not Houses Project. And 100% of them were aware of the mobile contact numbers (Hotlines) provided by HFHSL and how to contact HFHSL and make their complaints heard.

7 Appendix I – Results

3. Type of the Home	
Technology Type	No of Beneficiaries
BB(CFB)	01
CSEB	23

4. Current Status of the House (Construction Progress)	
Construction Progress	No of Beneficiaries
Foundation	02
Wall	02
Roof	05
Door & Window Frame	13
Completed	02

5. Do you know about the Habitat Community Feedback/Complaints process?	
Type of response	Number
Yes	24
No	00

6. Have you had any contact with anyone at Habitat Sri Lanka other than the Technical Officer assigned to your home construction?	
Type of response	Number
Yes	17
No	07

7. If “YES”, how did you contact this person at Habitat Sri Lanka?	
Comment	Number
M & E -When he visited the home	01
PM and M & E -When they visited the home	02
PM -When he visited the home	02

PM-By conducting meeting	01
PM-When he visited the home & conducting meeting	07
PM-When he visited the home& by conducting meeting	04

8. If you had to get in contact with Habitat Sri Lanka in the future how would you get in touch with them?

Type of response	Number
By phone	24

9. a) Are you aware of these methods of contacting Habitat Sri Lanka?

Method	Number
a. In-person	0
b. Postal service	0
c. Fax	0
d. Mobile telephone	24
e. Land telephone	0
f. Referral	0
g. Courier service	0
h. Complaint Box	0
i. SMS	13
j. Email	0
k. Online	0
l. WhatsApp/Viber	9

9. b) Do you have access to these methods of contact?

Method	No of Beneficiaries used the method
a. In-person	0
b. Postal service	0
c. Fax	0
d. Mobile telephone	24
e. Land telephone	0

f. Referral	0
g. Courier service	0
h. Complaint Box	0
i. SMS	13
j. Email	0
k. Online	0
l. WhatsApp/Viber	9

9. c) Do you have access to these methods of contact?	
Method	No of Beneficiaries will use the method
a. In-person	0
b. Postal service	0
c. Fax	0
d. Mobile telephone	24
e. Land telephone	0
f. Referral	0
g. Courier service	0
h. Complaint Box	0
i. SMS	13
j. Email	0
k. Online	0
l. WhatsApp/Viber	9

10. Are you aware of the two (2) Mobile Contact Numbers (Hotlines) provided by Habitat Sri Lanka and which is displayed in the Log Book?	
Type of response	Number
Yes	24
No	00

11. Have you tried to contact Habitat Sri Lanka by using these Mobile Contact Numbers (Hotlines)?	
Type of response	Number
Yes	10
No	14

12. Did you ever feel the need to contact Habitat Sri Lanka desperately to complain about anything?	
Type of response	Number
Yes	02
No	22

13. Do you have anything or any challenges on Habitat regard home construction or WVL on livelihood support or training or any other project related matters	
Type of response	Number
Yes	24
No	00

14. If “YES”, Please state	
Comment	Number
Want any livelihood assistance	10
Didn't get any livelihood support, therefore kindly help us	02
Need poultry(Chicken farm) & Goat rearing	09
Need support for home gardening / farming	03

Appendix II

Survey Questionnaire - Awareness of the Community Feedback/Complaints Mechanism

Part - I – General Information

1. Beneficiary Identification No:					
2. Name of the beneficiary:					
3. Type of the Home	<i>Conventional</i>	<i>CSEB</i>	<i>HCB</i>	<i>ECB / MCB / Baker Bond with Country Fire Bricks / Baker Bond with SRT Bricks</i>	<i>Repair</i>
4. Current Status of the House (Construction Progress)	<i>Foundation</i>	<i>Wall</i>	<i>Roof</i>	<i>Door & Window Frame</i>	<i>Completed</i>

Part II – Awareness of the Community Feedback/Complaints Mechanism

5. Do you know about the Habitat Community Feedback/Complaints process?	Yes	No		
6. Have you had any contact with anyone at Habitat Sri Lanka other than the Technical Officer assigned to your home construction?	Yes	No		
7. If “YES”, how did you contact this person at Habitat Sri Lanka?				
8. If you had to get in contact with Habitat Sri Lanka in the future how would you get in touch with them?				
9. Here are some ways of contacting Habitat Sri Lanka.	Method	Yes/No	I have used it	I will use it
a. Are you aware of these methods of contacting Habitat Sri Lanka?	m. In-person			
	n. Postal service			
	o. Fax			

b. Do you have access to these methods of contact? c. Which of these methods would you use in the future?	p. Mobile telephone			
	q. Land telephone			
	r. Referral			
	s. Courier service			
	t. Complaint Box			
	u. SMS			
	v. Email			
	w. Online			
	x. WhatsApp/Viber			
10. Are you aware of the two (2) Mobile Contact Numbers (Hotlines) provided by Habitat Sri Lanka and which is displayed in the Log Book?	Yes	No		
11. Have you tried to contact Habitat Sri Lanka by using these Mobile Contact Numbers (Hotlines)?	Yes	No		
12. Did you ever feel the need to contact Habitat Sri Lanka desperately to complain about anything?	Yes	No		
13. Do you have anything or any challenges on Habitat regard home construction or WVL on livelihood support or training or any other project related matters	Yes	No		
14. If "YES", Please state				
15. Any other comments?				

Survey Completed by:

Name: Position:.....

Date:.....

Complaint, Feedback and Response Management (CFRM)

EU Homes Not Houses Project

05 August 2020



We build *strength, stability* and *self-reliance* through *shelter*.

முறைப்பாடு, கருத்து(பின்னூட்டல்) மற்றும்
மறுமொழி(பதில்) முகாமைத்துவம்

EU Homes Not Houses Project

05 August 2020



We build *strength, stability* and *self-reliance* through *shelter*.

1. Introduction

- The Complaint, Feedback, and Response Management guideline is the reflection of HFH-Sri Lanka's strong sense of accountability, not just to the organization, partners, and donors but more especially with its beneficiaries.
- This guideline covers processes of receiving and responding to external complaints about HFH-Sri Lanka, its staff, and activities.



1. அறிமுகம்

- முறைப்பாடு, கருத்து(பின்னூட்டல்) மற்றும் மறுமொழி(பதில்) முகாமைத்துவ வழிகாட்டுதல் என்பது HFH-இலங்கையின் பொறுப்புக்கூறலின் உறுதியான உணர்வின் பிரதிபலிப்பாகும், இது நிறுவனம், பங்குதாரர்கள் மற்றும் நிதிவழங்குனர்களுக்கு மட்டுமன்றி, குறிப்பாக அதன் பயனாளிகளுக்கும் உரித்தானது.
- இந்த வழிகாட்டுதல் HFH-இலங்கை, அதன் ஊழியர்கள் மற்றும் செயற்பாடுகள் பற்றிய வெளியக முறைப்பாடுகளைப் பெற்று பதிலளிக்கும் செயன்முறைகளை உள்ளடக்கியது.



Objectives of CFRM Guideline

Feedback and Complaints Mechanisms help to ensure:

- That we understand the needs of the community and tailor our programs to meet those needs effectively.
- That we can correct any mistakes or substandard quality in our programs.
- That we build relationships with the community and that they participate and have to buy in in the programs.
- That communities feel empowered.
- That we prevent exploitation and abuse.
- That we prevent corruption and fraud.



முறைப்பாடு, கருத்து(பின்னூட்டல்) மற்றும் மறுமொழி(பதில்) முகாமைத்துவ வழிகாட்டலின் நோக்கங்கள்

- பின்னூட்டல் மற்றும் முறைப்பாடுகளை உறுதிப்படுத்த பின்வரும் வழிமுறைகள் உதவுகின்றன;
- நாங்கள் சமூகத்தின் தேவைகளை புரிந்துகொள்வதோடு, அத்தேவைகளை திறம்பட பூர்த்தி செய்ய எமது திட்டங்களை வடிவமைத்தல்.
- எமது திட்டங்களில் ஏதேனும் தவறுகள் அல்லது தரக்குறைவான தரத்தை சரிசெய்ய இயலும்.
- நாங்கள் சமூகத்துடன் உறவுகளை கட்டியெழுப்புகின்றோம், மேலும் அவர்கள் பங்குப்பற்றுவதோடு திட்டங்களில் உள்வாங்கப்படுதல் வேண்டும்.
- அந்த சமூகங்கள் அதிகாரம் பெற்றவர்களாக உணர்கின்றனர்.
- நாங்கள் சுரண்டல் மற்றும் துஷ்பிரயோகத்தை தடுக்கின்றோம்.
- நாங்கள் ஊழல் மற்றும் மோசடிகளை தடுக்கின்றோம்.



Declaration & Guiding Principles

- Safety
- Confidentiality
- Transparency
- Accessibility
- Responsiveness
- Timeliness



பிரகடனமும் வழிகாட்டுதல் கோட்பாடுகளும்

- பாதுகாப்பு
- இரகசியத்தன்மை
- வெளிப்படைத்தன்மை
- அணுகுமுறை
- மறுமொழியுணர்வு
- குறித்த நேரம்



2. Conceptual Clarification

- Complaint

A complaint is an expression of dissatisfaction.

- Feedback

Feedback is a positive or negative statement of opinion about project/programs and the behavior of staff and representatives shared for information or action but not with the intention of lodging a formal complaint.



2. கருத்தியல் தெளிவு

- முறைப்பாடு

திருப்தியற்ற நிலையின் வெளிப்பாடு முறைப்பாடு ஆகும்.

- பின்னூட்டல்

பின்னூட்டல் என்பது திட்டம்/திட்டங்கள் மற்றும் தகவல் அல்லது செயலுக்காக பகிரப்பட்ட ஊழியர்கள் மற்றும் பிரதிநிதிகளின் நடத்தை பற்றிய நேர் அல்லது எதிரான எண்ணங்களை குறிக்கும். ஆனால் ஒரு முறையான முறைப்பாடு அளிக்கும் நோக்கத்துடன் வெளியிடப்படும் கருத்தல்ல.



- Response

A response is a reaction to a question, experience, or some other type of stimulus.

Level of Complaints and Feedback

1. General Feedback
2. Minor Complaints
3. Serious Complaints



- பதில் (மறுமொழி)

பதில் என்பது ஒரு கேள்விக்கான எதிர்வினை, அனுபவம் அல்லது வேறு வகையான தூண்டுதலுக்காக வழங்கப்படும் மறுமொழியாகும்.

முறைப்பாடுகள் மற்றும் பின்னூட்டல்களின் நிலை

1. பொதுவான கருத்துக்கள்/பின்னூட்டல்கள்.
2. சிறு முறைப்பாடுகள்.
3. கடுமையான முறைப்பாடுகள்.



3. Implementation of CFRM Process

3.1 Who Can Use?



3.2 Response Timeframe

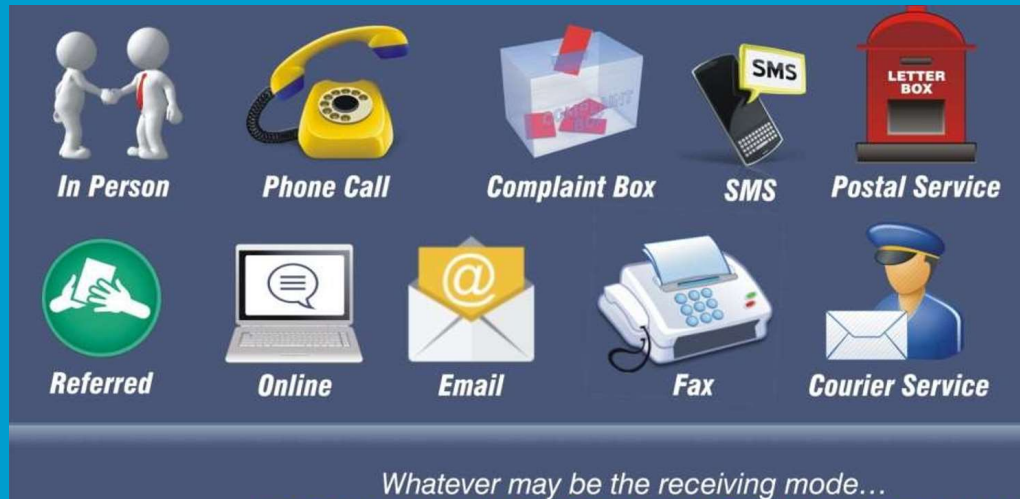
- ✓ Complaint point person acknowledges the complaints within 24hrs.
- ✓ Complaint & Feedback Panel (CFP) Point Person will provide a written or verbal response to the source within one month (30 days) considering the merit of the complaint.
- ✓ All responses should be documented in Register Log.
- ✓ All types of communication for serious and high-level complaints will be documented and recorded.



3.2 பதிலளித்தலுக்கான காலக்கெடு

- ✓ முறைப்பாட்டை பதியும் நபர் 24 மணி நேரத்திற்குள் முறைப்பாடுகளை ஏற்றுக்கொள்ளல்.
- ✓ முறைப்பாடு மற்றும் பின்னூட்டல் குழுவின்கான (CFP) குறித்த நபர் முறைப்பாட்டின் தகுதியைக் கருத்தில் கொண்டு ஒரு மாதத்திற்குள் (30 நாட்கள்) எழுத்துப்பூர்வ அல்லது வாய்மொழி பதிலை அளிப்பார்.
- ✓ அனைத்து பதில்களும் ஆவணப்படுத்தப்பட வேண்டும்.
- ✓ தீவிரமான மற்றும் உயர் மட்ட முறைப்பாடுகளுக்கான அனைத்து வகையான தகவல்தொடர்புகளும் ஆவணப்படுத்தப்பட்டு பதிவு செய்யப்படும்.

3.3 How Complaints and Feedback is Received (Modes)?



All should be documented in Register Log

3.4 CFRM Team and Role

#	CFRM Team / Person	Designation	Role and Responsibilities
1.	Complaint & Feedback Panel (CFP) Team Lead	National Director (ND)	<ul style="list-style-type: none"> Lead the CFRM team. Provide guideline and advice to strengthen CFRM. Monitor, supervise, and follow-up CFRM interventions. Ensure that all serious complaints are promptly entered into MySafeWorkplace for tracking and if needed, escalation.
2.	Complaint & Feedback Panel (CFP) Team	National Director (ND), Chief of Party (CoP) with Senior Management Team (SMT)	<ul style="list-style-type: none"> Complaint & Feedback Panel (CFP) Point Person to investigate intermediate and serious complaints/feedback. Decide on the investigation report. Response to the complaint.

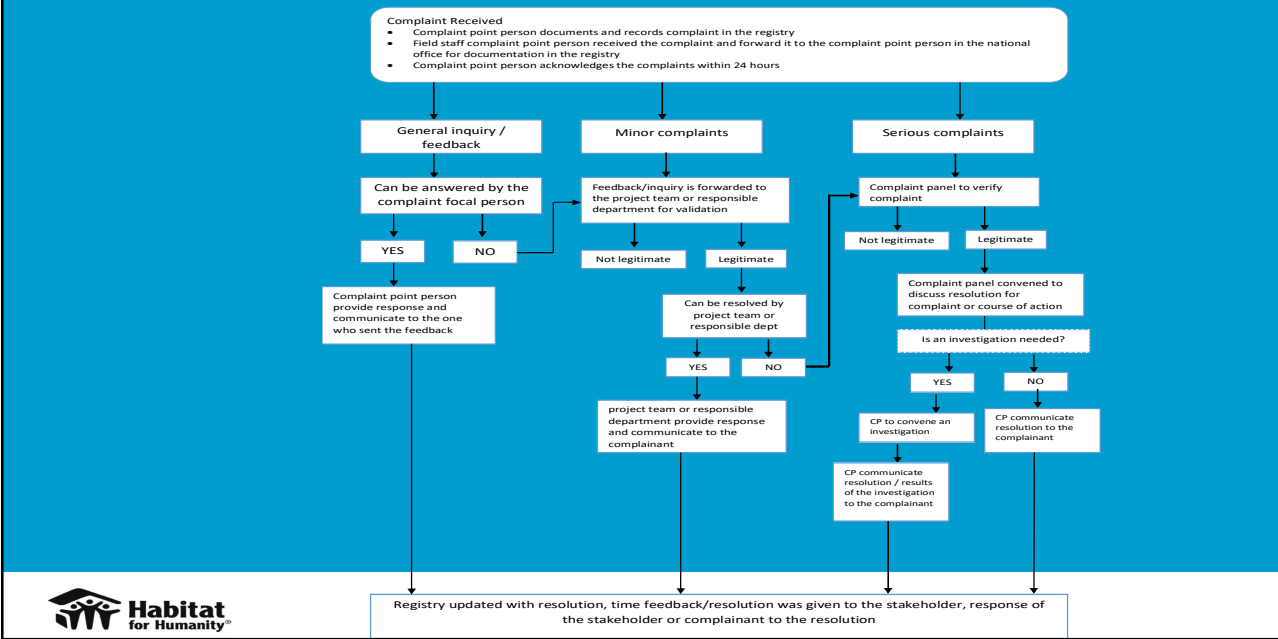


3.4 CFRM Team and Role

#	CFRM Team / Person	Designation	Role and Responsibilities
3.	Complaint & Feedback Panel (CFP) Point Person – National Office	Manager – Monitoring & Evaluation and Officer - Communication	<ul style="list-style-type: none"> Facilitate the whole process of CFRM. Access the level of all received complaints and feedback. Share the complaint/feedback report with the National Director (ND) & Chief of Party (CoP) on regular basis. Arrange CFRM committee meetings considering the merit of complaints or feedbacks.
4.	Complaint & Feedback Panel (CFP) Point Person - Field Office	Project Manager – Field Office M&E Officer – Field Office Project Accountant / Accountant Assistant – Field Office Admin Officer – Field Office Technical Officers – Field Office	<ul style="list-style-type: none"> M&E Officer / Beneficiary Care Desk Person / Project Manager receive complaint and feedback through written or verbal communication. Record complaints in the Register Log. Share all recorded complaints with Project Manager – Field Office. Share all the recorded complaint/feedback report with Complaint & Feedback Panel (CFP) Point Person – National Office on regular basis. Manager – HR, Senior Project Manager, Manager – Finance, and Manager – M&E will review the field office inputs depending on the level of the complaint.



3.5 Complaints Response Procedure Flowchart



3.6 Register Log

Date (Complaint receive date)	Name & Address of Complainer	Detail of Complaints (Detailed description of the complaint)	Who dealt with it (Name of the person who is/has responded to the complaint)	Process of response (Investigation / bilateral discussion)	Outcome (What has happened as a result of the complaint)	Follow up (Any action required as a result of the complaint)





*Thank
you*

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Manager Monitoring & Evaluation

