



African Relief Committee – ARC



ARC – AAP Complaints and Feedback Log

| Date Received | Reference No. | Complainant/Feedback Source | Type (Complaint/Feedback/Suggestion) | Category (e.g., Program, Staff Conduct, Access, Fraud, Other) | Details of Complaint/Feedback | Action Taken | Responsible Person | Status (Open/Closed) | Date Closed |
|---------------|---------------|---------------------------------|--------------------------------------|---|---|---|--------------------|----------------------|-------------|
| 05 Apr 2024 | ARC-CFL-001 | Beneficiary – Community Meeting | Complaint | Program – WASH | Reported delay in water trucking schedule | Verified with WASH team, adjusted delivery plan | WASH Coordinator | Closed | 10 Apr 2024 |
| 12 Apr 2024 | ARC-CFL-002 | Whatsapp Call & Messages | Feedback | Staff Conduct | Appreciation for respectful behavior of field staff | Shared with team, noted for performance review | HR Manager | Closed | 15 Apr 2024 |
| 20 Apr 2024 | ARC-CFL-003 | Suggestion Box | Suggestion | Program – FSL | Request for more livelihood training sessions | Included in next quarter's plan | FSL Coordinator | Open | – |

Key Features of the Log

- **Reference Numbering:** Each entry should have a unique ID (e.g., ARC-CFL-001).
- **Source Tracking:** Record whether the complaint/feedback came via hotline, suggestion box, community meeting, email, etc.
- **Categorization:** Helps in analyzing trends (program gaps, staff conduct, fraud, etc.).
- **Action & Responsibility:** Clearly note what was done and who is accountable.
- **Status Monitoring:** Track whether issues are open, pending, or closed.

