

YOUR VOICE MATTERS !



SIMPLE , SAFE SUPPORTIVE .

What is FCRM ?

The Feedback & Complaint Response Mechanism is a system that helps people share feedback ,raise concerns and report complaints about Programs and Services.

Why its's Important :



- . Builds trust
- . Improves Programs
- . Encourages transparency
- . Ensures accountability
- . Supports rights and dignity

WAYS YOU CAN RAISE CONCERNS

Positive Feedback
Appreciation or good



Request for Information
Asking for services details



Minor Concerns
Small Issues



Serious Complaints
Violations , Abuse , Fraud



Confidential



Quick Reminder

Your Feedback is valued,
Your complaints matter, and
Your confidentiality is always Respected

HOW TO SEND FEEDBACK & COMPLAINTS

AVAILABLE CHANNELS !

Phone Hotline



Email



Face to Face



Letter



Website



community Meetings



Complaint Box



You can Choose the Channel that feels easiest and Safest for you.

WE VALUE YOUR VOICE !

WHAT HAPPENS AFTER YOU SUBMIT A COMPLAINT

Receive Complaint



Aknowledge Receipt



Review & Investigate



Respond With Outcome



Take Corrective Action (if needed)



Regular Complaints:
1-3 Working Days

Sensitive Complaints :
2 weeks

