**MPCA Accountability to Affected Populations (AAP) Plan**

*[THIS IS A TEMPLATE - Anything in green font and brackets is instructional text that should be replaced or deleted. Please ensure the plan is specific to the program being proposed. Specify whether any mechanism will be unique to a specific group or activity (ex. Help Desks will only be available during MPCA registration and card distribution.) This template is based on the* [*USAID BHA Emergency M&E Guidance*](https://www.usaid.gov/humanitarian-assistance/partner-with-us/bha-emergency-guidelines) *and includes some direct excerpts.]*

[Organization name] is committed to making itself accountable to the affected people and communities that it supports. Community feedback will be solicited and incorporated at every step of the program, including in the M&E systems. In addition to the program-specific accountability mechanisms described below, [organization name] also has [list any global feedback mechanisms, such as anonymous reporting platforms].

**How will the affected population, including marginalized or vulnerable groups, participate in and play an active role in decisions related to the activity design and implementation?**

[Enter a sentence or two in response to this question.]

**What specific mechanisms will be put in place to provide timely and accessible information, and to receive and respond to beneficiary feedback throughout the duration of the activity?**

[Provide details on the process for informing the community about the activities. Also, include details on the local complaint and feedback mechanisms that will be in place, such as complaint hotlines (list the phone numbers), help desks, suggestion boxes, and/or community representatives. Include information on how communities will be made aware of the feedback mechanisms, and how feedback/complaints will be resolved (closing the feedback loop).]

**How will you track feedback and respond in a timely manner?**

[Describe the process for handling and responding to complaints and feedback – what is the timeline, and which specific staff members are responsible for tracking and responding to these complaints. Describe how the complaints will be aggregated and reported to program managers, to track trends in complaints over time. Feel free to attach any existing documentation on the country office accountability mechanisms if preferred.]

**How will you incorporate beneficiary feedback into activity implementation, monitoring and evaluation of progress, and designing course corrections as needed?**

[Respond in a few sentences; describe how feedback trends will reviewed and adaptive action will be taken. You may want to refer to any Adaptive Management Plan as relevant.]

**How you will ensure that feedback and information mechanisms are safe, accessible, and the preferred mechanism for beneficiaries, especially marginalized or vulnerable populations?**

[Describe in a few sentences any work the country office has done to assess the best feedback mechanisms for affected communities, and how the proposed mechanisms have been designed to accommodate different access or preferences of different groups (e.g. women and children).]

**How will you ensure confidentiality and respond to any critical or sensitive program irregularity or protection issues that arise?**

[Discuss policies and procedures for recording, managing, and responding to critical or sensitive feedback.]