

# Education Training and Service for Community (ETSC) Nepal

## Community Accountability Guidelines- 2024

### Introduction:

At Education Training and Service for Community (ETSC) Nepal, we are dedicated to fostering a culture of accountability, transparency, and community participation in all our projects. We believe in empowering communities and ensuring that their voices are heard and valued throughout the project lifecycle.

### Communication, Participation, Feedback and Complaints:

ETSC Nepal prioritizes accountability towards project participants in the development and humanitarian sector, aligning with the Core Humanitarian Standard's emphasis on quality and accountability. To ensure this accountability, ETSC has established comprehensive guidelines focusing on communication, participation, feedback, and complaints.

**Communication:** ETSC recognizes the critical role of transparent communication in fostering trust and collaboration with project participants. We are committed to making information about our organization, principles, and interventions readily accessible through various channels, ensuring cultural appropriateness and inclusivity.

**Participation:** ETSC values the active involvement of project participants in decision-making processes. We strive to conduct needs assessments and project activities in a participatory manner, ensuring that all voices, particularly those of vulnerable groups, are heard and considered.

**Feedback and Complaints:** ETSC acknowledges the importance of feedback and complaints mechanisms in promoting accountability and continuous improvement. We have established user-friendly systems for project participants to provide feedback and raise complaints, ensuring confidentiality, professionalism, and timely responses.

By adhering to these principles of communication, participation, feedback, and complaints, ETSC Nepal aims to strengthen accountability, empower project participants, and enhance the overall impact and effectiveness of our projects in the communities we serve. To uphold these principles, we have established the Community Accountability Guidelines, aligned with ETSC Nepal's Seven Commitments on Community Accountability.

### Commitment 1: Transparent Communication

We are committed to transparent communication with the communities we serve. This means:

- Making information about our organization, project principles, and interventions readily available through various channels.
- Ensuring that all community groups have access to culturally appropriate information.
- Providing contact details for easy accessibility.

### Commitment 2: Staff Behavior Communication

We are committed to communicating expected staff behavior and reporting unacceptable behavior. This involves:

- Discussing staff behavior expectations during community meetings.
- Providing a mechanism for community members to report issues, ensuring scope clarity.

### **Commitment 3: Participatory Needs Assessment**

We are committed to conducting needs assessments in a participatory manner, ensuring:

- Data collection is disaggregated for age, gender, and ability.
- Vulnerable groups have opportunities to provide input.

### **Commitment 4: Community Participation**

We are committed to involving the community in every phase of the project, including:

- Obtaining consent from the community and local authorities for project implementation.
- Ensuring inclusive community representation in key project activities.

### **Commitment 5: Feedback Mechanism Establishment**

We are committed to establishing a feedback and complaints mechanism, ensuring:

- Consultation with affected communities to design a user-friendly mechanism.
- Training staff to welcome and handle feedback and complaints professionally and confidentially.

### **Commitment 6: Effective Feedback Management**

We are committed to effectively managing feedback and complaints by:

- Acknowledging receipt of feedback or complaints promptly.
- Ensuring confidentiality and timely, fair responses.
- Documenting feedback and complaints for organizational learning and improvement.

### **Commitment 7: Confidentiality and Timely Reporting**

We are committed to ensuring confidentiality and timely reporting of sensitive complaints by:

Following organizational procedures to initiate investigations.

Reporting serious complaints within 24 hours to designated safeguarding or whistleblowing channels.

- a. Follow organizational procedures to begin an investigation, if safe and appropriate (individual staff should not investigate on their own)
- b. Ensure the safety of the complainant and the victim.
- c. If the complaint is about any form of abuse of a child or adult (\*including sexual assault) it should be reported within 24 hours to [etscnpl1@gmail.com](mailto:etscnpl1@gmail.com) or [iametscnepal95@gmail.com](mailto:iametscnepal95@gmail.com) or 9801571371 (toll free)
- d. If the complaint is about fraud, bribery, corruption, money laundering, aid

diversion, financing of terrorism, cyber-crime or any other financial crime it should be reported within 24 hours to [etscnpl1@gmail.com](mailto:etscnpl1@gmail.com) or [iametscnepal95@gmail.com](mailto:iametscnepal95@gmail.com) or 9801571371 (toll free)

These Community Accountability Guidelines reflect our dedication to fostering mutual trust, respect, and collaboration with the communities we serve. We believe that by upholding these commitments, we can create positive and sustainable change together.