



### Category 1- 2

**Request for assistance or information**

### Category 3

**Minor dissatisfaction with activities,**  
e.g. missing items from kits, lack of follow-up etc.

### Category 4

**Major dissatisfaction with activities,**  
e.g. poor quality items, beneficiary selection issues, safety of children/adults being put

### Category 6

**Breaches of TAAKULO's Code of Conduct and/or Child Safeguarding Policy,**  
E.g. allegations of inappropriate behavior or misconduct by TAAKULO or partner staff or representatives, including fraud, theft, corruption (e.g. misappropriation of goods, requests for payment) or verbal, physical or sexual abuse, sexual exploitation of beneficiaries etc.

### Category 6

**Allegations of child abuse or sexual exploitation of beneficiaries by non-TAAKULO staff or representatives,** i.e. a member of the community, staff of other NGOs or the UN

## Notes

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**Categories 1–2 (Request for information or assistance)** In most cases, the accountability focal point should be able to respond to those immediately as they are being shared. In some cases, s/he may need to share it or consult with other program colleagues. It is not mandatory to record these categories in the complaints database.

**Category 3 (Issues of minor dissatisfaction)** will need to be taken to a small committee of program officers who are familiar with the project and the community context to be able to come up with a response.

**Category 4 (Issues of major dissatisfaction)** may need to be brought to a higher level of program staff to discuss and decide on a response to be delivered. This group might want to consult with the Executive Director if and when necessary.

**Category 5 (Breaches of our Code of Conduct and Child Safeguarding policy)** will need to be immediately brought to a higher level program staff, child safeguarding focal point, and HR focal point as per relevant policy. Breaches of child safeguarding will be resolved as per TAAKULO policy.

Child Safeguarding Policy. Fraud or corruption issues will be dealt with as per Fraud and Corruption Policies. The Executive Director will likely be involved in the resolution of such cases.

**Category 6 (Allegations of abuse by other agency staff or community members)** will be resolved as per local child safeguarding policy.