



Terms of Reference

Complaint Expert

Project #: SYR 1692

Project title: Empowering Syrian Communities: Capacity Building Initiatives for Local NGOs and CBOs

Background and Context

Dorcac plans to provide capacity building for local NGOs and CBOs based in Aleppo under this project. The initiative is based on findings from the Multi-Sector Needs Assessment (MSNA) conducted in October 2023, which identified significant capacity gaps among local NGOs, particularly in the areas of livelihood, protection, and mental health. The MSNA also recommended strengthening the capacity of local actors to provide comprehensive support services. By enhancing the skills of local actors, including community leaders, healthcare providers, and frontline employees, through training and sensitization programs, this project aims to contribute significantly to effective prevention and response efforts.

Location: The training will be conducted in the Syrian territory Aleppo Governorate.

Dates: The training will take place during the month of August 2024 (dates to be defined)

1. Objective:

The primary objective of this training is to equip local NGOs in Aleppo with the knowledge, skills, and tools necessary to implement and manage an effective complaint process within their organizations.

2. Target Audience:

The training is intended for staff and volunteers of local NGOs operating in the humanitarian field in Syria. This includes, but is not limited to, program managers, field officers, officers, ORVs, and safeguarding focal points.

3 . Deliverables:

The training will be delivered through a combination of presentations, group discussions, case studies, and practical exercises.

The expert will deliver the following:

- A training curriculum that covers complaint related topics
- A training report that includes an evaluation of the training and recommendations for improvement along with an attendance sheet.
- A follow-up assessment report that evaluates the effectiveness of the training and provides recommendations for improvement.
- Coaching sessions for 2 consecutive months after the training along with detailed reports

4. Qualifications:

The complaint expert should have:

- At least 3 years of experience in accountability to affected population in the humanitarian field.
- Knowledge of the humanitarian context in Syria and experience working with local NGOs.
- Excellent communication and facilitation skills.
- Fluency in English and Arabic.

5. Training content:

The training will cover the following key areas:

a) Introduction to Complaint Mechanisms

- Importance of complaint processes in NGO operations
- Types of complaints and their significance

b) Designing an Effective Complaint Process

- Key components of a complaint mechanism
- Accessibility and inclusivity in complaint processes

c) Receiving and Logging Complaints

- Methods for receiving complaints (e.g., hotlines, suggestion boxes, face-to-face)
- Proper documentation and confidentiality

d) Investigating Complaints

- Minimum standards Steps for th investigation process
- Ensuring fairness and objectivity

e) Responding to Complaints

- Timely and appropriate responses
- Communicating outcomes to complainants

f) Learning from Complaints

- Using complaint data for organizational improvement
- Reporting and analysis of complaint trends

g) Ethical Considerations

- Maintaining confidentiality and protecting whistleblowers

6. Duration of the Assignment:

The duration of the assignment is expected to be 1 day with coaching sessions during 2 consecutive months after the training.

7. Reporting:

The Expert will provide a report to Dorcas focal point and will work closely with the project team and local partners

8.Evaluation:

The training should include an evaluation component to assess its effectiveness and gather feedback for future improvements.

9. Application Process

Interested candidates should submit their CV, a cover letter, and references to office@lebanon.dorcas.org by July 30,2024 deadline

This TOR framework provides a comprehensive outline for AAP and complaint training program tailored to local organizations in a humanitarian context. The trainer should be prepared to adapt the content to the specific needs and context of the participating organizations, ensuring relevance and practical applicability.