

tool 64 Collecting Best Practices on MRM-Related Activities

Guiding questions

The following questions may help shape questionnaires or discussions with communities, staff and peer organizations on best practices on the implementation and impact of your MRM-related activities:

Issue	Question	Who should be asked?
Strategic and operational planning of MRM-related activities	Was a decision made to engage in the MRM (as part of a strategy) or is the organization's engagement more 'spontaneous'? Are there any particular advantages or challenges in the approach taken?	Management staff; technical staff.
	<i>What</i> are the main factors influencing the way the organization engages in the MRM and how do they influence the engagement concretely?	Management staff; technical staff.
	What are the goals of the organization in relation to the MRM and how are MRM-related activities of the organization contributing to those goals?	Management staff; technical staff.
	Has the organization ever changed the way it engages in the MRM? If so: what prompted it and how was it done?	Management staff; technical staff.
	Has the organization had to strengthen internal capacity or create new processes, protocols or policies in order to engage in the MRM? If so: how were these needs identified and how were they addressed?	Management staff; technical staff.
Relationship with the UN	Did the organization clarify with the UN/MRM focal point how information would be collected, communicated and processed before engaging in the MRM? If so: how was this done? If not: does it constitute a challenge for current MRM activities? How so?	Management staff; technical staff.
	Has the organization facilitated UN verifications? If so: how was it done? Were there any challenges? Could the process be improved? If not: does it constitute a challenge for MRM activities? How so?	Technical staff; staff directly involved in collecting information on grave violations.

TOOL 64

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Issue	Question	Who should be asked?
Quality of information / confidentiality/ security	<p>Did the organization ever get conflicting information on the same incident?</p> <p>If so: how was the issue handled?</p>	<p>Technical staff; staff directly involved in collecting information on grave violations.</p>
	<p>How does the organization identify potential bias and credibility issues while collecting information on the grave violations?</p> <p>How does it handle such situations?</p>	<p>Technical staff; staff directly involved in collecting information on grave violations.</p>
	<p>How does the organization manage confidentiality for MRM-related activities, both internally and with the UN?</p>	<p>Technical staff; staff directly involved in collecting information on grave violations</p>
	<p>How does the organization monitor compliance with confidentiality rules in relation to MRM activities within the team?</p>	<p>Technical staff; staff directly involved in collecting information on grave violations.</p>
	<p>Did the organization ever have to interrupt or change MRM activities due to security concerns?</p> <p>If so: how were these concerns identified and how was a solution found?</p>	<p>Management staff; security staff; technical staff; staff directly involved in collecting information on grave violations.</p>
Relationship with communities	<p>Does the organization have a process in place to give feedback to victims and communities regarding case follow-up (response or advocacy) and impact of MRM-related activities?</p> <p>If so: what information is provided to victims/communities and in what format?</p>	<p>Staff directly involved in collecting information on grave violations.</p>
	<p>Does the organization give victims/communities the opportunity to suggest improvements to MRM-related activities?</p> <p>If so: when and in what format?</p>	<p>Staff directly involved in collecting information on grave violations.</p>
	<p>Did the organization have to manage community expectations with regard to the MRM?</p> <p>If so: on what issues concretely?</p>	

TOOL 64

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Issue	Question	Who should be asked?
Follow-up and response	What is the follow up process for cases of grave violations? How was it set up? Was it ever changed or adjusted to address a particular challenge or gap?	Staff directly involved in collecting information on grave violations.
	Does the organization follow-up on response actions taken by other organizations or the UN? If so, how?	Technical staff; staff directly involved in collecting information on grave violations.
	Is the organization able to identify obstacles in accessing and benefitting from services? If so, how does it address those obstacles?	Technical staff; staff directly involved in collecting information on grave violations.
	How does the organization track the progress and outcome of case follow-up (response + advocacy)?	Technical staff; staff directly involved in collecting information on grave violations.

related tools

-  **tool 63** – Matrix ‘Indicators and means of verification for MRM-related activities’
-  **tool 16** – Factsheet ‘NGO participation in the MRM: potential challenges and limitations’
-  **tool 26** – Checklist ‘Before you engage in the MRM’