

tool 35 Providing Feedback and Managing Victims/Community Expectations in Relation to the MRM

Do's and don'ts

Efforts to increase accountability for perpetrators are progressive and depend on many variables and actors, making it difficult to capture achievements until there is a major breakthrough, such as the signing of an Action Plan for instance. As far as response is concerned, programs can also take time to be rolled out, especially if funds still need to be raised. As such, it may often be a challenge to give feedback to victims and communities who provide information for the MRM and to whom MRM actors are ultimately accountable. Yet some form of feedback is possible, if expectations are managed from the beginning. Below are some examples and lessons-learned drawn from the experience of NGOs engaged in the MRM:

Step 1: Understand and manage expectations

- Try to understand what feedback the victim/community expects.
- Clarify what follow-up and feedback your organization is able to do/give, in what timeframe, and clarify what is beyond your power/capacity to do.
- Do not promise that a particular incident will be featured in a country or annual report to the Security Council. Only a small number of cases are described in these reports and purely as examples. It does not mean that other cases were not taken into account in the analysis exposed in the report.

Step 2: Identify the types of feedback you can give

Individual level:

- If concrete follow-up steps were agreed upon (e.g., referral), keep the victim and family informed on steps taken to follow up on their case.
- If information on a case of grave violation came to your organization via an intermediary individual, make sure you let this intermediary know that you have contacted the victim and/or conducted necessary follow-up. It is often easy to forget about the intermediary, once direct contact with the victim is made.

Community level:

- Inform communities of major developments relating to the MRM, such as signature of Action Plans with armed actors operating in the country, publication of annual and country reports, adoption of conclusions on the country, adoption of resolutions, etc. Explain that monitoring and reporting on grave violations is the critical starting point for all these developments. This can take the form of dedicated meetings or it can be integrated into other activities (trainings, workshops).
- If contact with a community was made in the framework of a research activity (report, study), present the final product to the community and/or, if possible, build in a preliminary feedback opportunity before the product is finalized.
- If you are implementing a MRM-related project in collaboration with a particular community, plan to provide feedback to the community on progress and outcomes of the project when you are preparing your donor reports and offer an opportunity for them to provide additional input and recommendations.

General public:

- If appropriate for your organization, inform the public of major developments relating to the MRM through press releases or your website.

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Do:

- Explain the purpose of information gathered for the MRM.
- If there are security risks, explain what protection measures you can realistically implement and for how long; explain what protection measures can be provided by others.
- Offer options for support and assistance that you can provide or seek.
- Explain the process and timeframe for such support and assistance.
- Follow-up and give feedback to questions asked by communities.
- Explain what follow-up and feedback depends on others and not only on you.

Don't:

- Let communities think that they will only get assistance if they agree to report grave violations.
- Offer or promise support that you are not in a position to provide or facilitate.
- Promise victims, witnesses or communities that a particular case of violation reported by them will appear in a report to the Security Council.

related tools

- 🔗 [tool 34 – Factsheet 'Opportunities and challenges of engaging with communities to monitor and respond to grave violations'](#)