

## ADDITIONAL RESOURCES

### General resources on communication

Case studies, tools and training materials from CRS, available on CRS' intranet at <https://global.crs.org/teams/Accountability/Pages/default.aspx>.

Case studies and tools on information sharing from the Humanitarian Accountability Partnership, available at <http://www.hapinternational.org/case/studies.aspx>.

Training and communication materials from the Emergency Capacity Building Project, available at <http://www.ecbproject.org/accountability/accountability/>.

Case studies, reports and tools (including country media and telecoms landscape guides) from the Communicating with Disaster Affected Communities Network, available at <http://www.cdacnetwork.org/resources/>.

### Generating a positive dialogue with partners

Partnership Scorecard from CRS, available soon.

CRS plans to launch the Partnership Scorecard by the end of 2013. For more information, contact Linda Gamova, [linda.gamova@crs.org](mailto:linda.gamova@crs.org).

### Setting up feedback mechanisms

*The Danish Refugee Council Complaints Mechanism Handbook*. Copenhagen: Danish Refugee Council, 2008. <http://www.drc.dk/relief-work/how-we-work/humanitarian-accountability-framework/complaints-mechanism-handbook/>.

This handbook focuses on how to establish complaint mechanisms in humanitarian projects. Aimed at practitioners and managers, the handbook includes a step-by-step guide, as well as practical tools and exercises to help staff think through the process of designing a tailored complaint and response mechanism.

*Complaint and Response Mechanisms: Resource Guide*. Monrovia, CA: World Vision International, 2009. [http://www.wvifood.org/docs/FPMG\\_CRM\\_Manual.pdf](http://www.wvifood.org/docs/FPMG_CRM_Manual.pdf).

This guide contains a collection of resources for establishing and implementing a formal complaint and response mechanism in food distributions. The guide focuses on community help desks and suggestion boxes.

### Accountability as a whole

*The 2010 HAP Standard in Accountability and Quality Management*. Geneva: HAP International, 2010. <http://www.hapinternational.org/pool/files/2010-hap-standard-in-accountability.pdf>.

The Humanitarian Accountability Partnership published these standards for managers to help them design, implement, assess, improve and recognize accountable programs.

*The Good Enough Guide: Impact Measurement and Accountability in Emergencies.*  
N.p.: Oxfam GB and World Vision International, 2007. <http://www.ecbproject.org/the-good-enough-guide/the-good-enough-guide/>.

This guide provides a set of tools for field workers to help field workers strengthen accountability in emergencies.