

Accountability Framework



Implemented July 2025| Version 1.1

Purpose

The purpose of this framework is to institutionalize a culture of accountability at YEÇED, based on the principles of transparency, participation, responsiveness, and trust. This system ensures an ethical and responsible approach towards beneficiary communities, stakeholders, and donors.

1. Leadership and Institutional Commitment

YEÇED's management adopts accountability as a core principle.

All staff, volunteers, and partners commit to ethical conduct by signing guiding documents such as the Code of Conduct, Child Safeguarding Policy, PSEA Policy, and Gender Equality Policy.

Internal policies and practices are regularly reviewed and updated in alignment with these principles.

2. Participation and Empowerment

- Beneficiary communities—particularly children, women, and other vulnerable groups—are actively involved in the design, implementation, and monitoring of programs.

Participation processes are culturally sensitive, accessible, and child-friendly.

Activities are shaped by the priorities and feedback of the communities.

3. Information Sharing and Transparency

- Communities are informed about services, eligibility criteria, rights, and complaint mechanisms through clear, understandable, and multilingual materials.

Information is disseminated through various channels such as posters, brochures, WhatsApp messages, and community meetings.

Activity reports and financial information are publicly shared in accordance with the principle of transparency.

4. Feedback and Complaint Mechanisms

- Beneficiaries have access to safe, accessible, and multilingual mechanisms to share feedback, suggestions, and complaints, including:

Phone lines (in Turkish, English, and Arabic)

WhatsApp / Telegram / SMS

Email (in all languages):
complaint@yeced.org

Online forms (available in Turkish, English, Arabic)

Special support mechanisms are available for children and other vulnerable groups.

5. Feedback Monitoring and Adaptive Response

All feedback and complaints are recorded, analyzed, and followed by a resolution process.

Systematic analysis of feedback informs program improvements.

Measures taken in response to feedback are regularly shared with the public to ensure transparency.

6. Responsibility, Follow-Up, and Response

- YEÇED accepts responsibility for consequences resulting from errors, delays, or violations.

All feedback receives a timely response, and complainants are informed of outcomes.

Disciplinary action or corrective measures are taken when necessary.

7. Monitoring, Evaluation, and Learning

Accountability mechanisms are regularly monitored and improved.

Annual accountability reports are prepared and published.

Ongoing training is provided to staff and volunteers to strengthen their capacity in accountability practices.

8. Alignment with IASC AAP Standards

YEÇED is committed to fully aligning its accountability framework and practices with the **Inter-Agency Standing Committee Accountability to Affected Populations (IASC AAP)** standards. This includes ensuring meaningful participation of affected communities, establishing accessible and safe feedback and complaints mechanisms, promoting transparency, and fostering inclusive decision-making processes. YEÇED continuously reviews and adapts its systems to meet IASC AAP principles and support the highest level of accountability to the populations it serves.

Annexes and Guiding Documents

- YEÇED Code of Conduct

PSEA Policy

Safeguarding Policy

Feedback Mechanism Procedure

Children of Earth Association

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