

MODULE 5 BENEFICIARY FEEDBACK LOOPS AND COMPLAINTS MECHANISMS

PART 3 CASE STUDY 2

In this part of module 5, we will explore the **second case study concerning the Haiti earthquake**.

In 2010, an estimated three million people were affected by the 7.0 magnitude earthquake. Death toll estimates range from 100,000 to 316,000 people and the government of Haiti estimated that 250,000 residences had collapsed or were severely damaged. The headquarters of the United Nations Stabilization Mission in Haiti (MINUSTAH) also collapsed.

Many countries responded to appeals for humanitarian aid by pledging funds and dispatching rescue and medical teams, engineers and support personnel. The "Hope for Haiti Now" appeal also raised US\$58 million.

However, communication systems, transport facilities, and electrical networks damaged by the earthquake severely hampered rescue and aid efforts. Confusion over who was in charge, air traffic congestion, and problems with prioritization further complicated relief efforts.

This case study exemplifies the ill effects *that lack of consultation and engagement with beneficiaries and target communities* can have on aid assistance delivery. For instance, over 250,000 transitional shelters were built as emergency housing, yet no complaint response mechanism or post-construction completion monitoring was conducted by the aid organizations involved. This meant that the majority of transitional shelters suffered from leaking roofs, poor construction, and poor workmanship. Expensive retrospective repairs had to be made and further coordination between NGOs and INGOs operating in the area had to be conducted.

Earlier consultations and collections of *beneficiary feedback via feedback loops* would likely have severely mitigated these issues.