

## WHAT IS ACCOUNTABILITY TO AFFECTED POPULATIONS (AAP)?

Accountability to Affected Populations (AAP) is an active commitment by humanitarian actors to **use power responsibly** by **taking account of**, **giving account to**, and **being held to account by** the people they seek to assist. This means that AAP requires humanitarian actors and organizations to be transparent and to involve people affected by crisis in decision-making processes.

## WHO ARE 'AFFECTED POPULATIONS'?

The term 'affected populations' refers to the people in crisis-related contexts whom IOM seeks to assist under the **Migration Crisis Operational Framework (MCOF)**. The term includes people at risk of being affected by a crisis and/or who benefit from community-based programming, whether they host affected populations or are communities of origin, return or transit.

AAP aims at expanding accountability to the people and marginalized groups who are unintentionally excluded from receiving assistance. This includes people with disabilities, older persons, youths, and LGBTQI+ groups.

Through AAP, IOM recognizes affected people's dignity and capacities and aims at empowering them in the efforts that matter to them.

## WHY IS IOM COMMITTED TO AAP?

AAP is founded on two operational principles in humanitarian programming:

- **Rights-based approach:** Affected people have a right to be informed and actively involved in decision-making processes that affect their lives.
- **Aid effectiveness:** Drawing directly from affected people's views and input is essential to correctly identify their needs. This also ensures their involvement in the design, implementation, and appropriateness of programmes.

## PEOPLE-CENTRED

Together, the AAP pillars provide a toolkit to ensure that affected populations and communities are placed at the centre of IOM programming. To do so, IOM is committed to protecting their right to be respected, their right to be informed, and their right to be involved in the decision-making processes that affect them.

## IOM AAP FRAMEWORK IN/285

The AAP Framework is mandatory. Therefore, all future relevant policies, framework and strategic documents must adequately represent and take the IOM AAP Framework into account.

Under the AAP Framework IN/285, IOM's operational commitments and objectives are:

- **Leadership:** To strengthen leadership and systems to embed good practices within the Organization's management structures and ensure compliance of IOM staff and implementing partners.
- **Information-sharing and Transparency:** To protect and promote the right to information and two-way communication with affected people.
- **Participation:** To involve populations to influence and shape the design, implementation, monitoring and evaluation of activities and decision-making processes throughout the full project cycle.
- **Complaints and Feedback Mechanisms (CFM):** To establish diverse and contextually appropriate mechanisms that enable communities to provide feedback on programmes and submit complaints, and that activate appropriate processes and procedures to provide a timely response.
- **Partner Coordination:** To collaborate with peers and partners to deliver on AAP principles and commitments in a coordinated and coherent way, including collective responsibility in inter-agency contexts.

