

## 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.*

**Use power responsibly:** IOM recognizes that there is often an inherent power differential that tilts towards aid and service providers in the course of interactions between IOM staff members and the people they are tasked to assist. When left unchecked, this fundamental imbalance fosters abuse of power and an environment conducive for undermining the rights and dignity of the people that IOM commits to aid and protect.

**Taking account of, giving account to, and being held to account by:** AAP requires humanitarian actors and organizations to be transparent and to involve people affected by crisis in decision-making processes. This is done by engaging with affected populations, especially the most marginalized and vulnerable, to ensure IOM assists them in the most appropriate, safe, and effective way. Humanitarian actors must ensure safe and inclusive access to the use of complaints and feedback mechanisms to give feedback on aid and service delivery as well as make confidential reports on sensitive issues including sexual exploitation and abuse.

## WHO ARE THE “AFFECTED POPULATIONS”?

This refers to people in crisis-related contexts whom IOM seeks to assist under the Migration Crisis Operational Framework (MCOF), which also includes those at risk of being affected by a crisis. It also includes communities and those that benefit from community-based programming, whether they host affected populations or are communities of origin, return or transit.

AAP takes accountability beyond the limited practice of accountability to “beneficiaries” as it reaches out to people unintentionally excluded from receiving assistance. This often happens to marginalized groups including people with disabilities, older persons, and LGBTQI+ groups. AAP aims to see the people affected by crisis as partners rather than as passive beneficiaries, by recognizing their dignity and capacities and empowering them in the efforts that matter to them.

## WHY ARE WE COMMITTED TO AAP?



### RATIONALE

AAP is founded on two operational principles in humanitarian programming:

#### 1) rights-based approach

Affected people have a right to be informed and be actively involved in the decisions that affect their lives.

#### 2) aid effectiveness

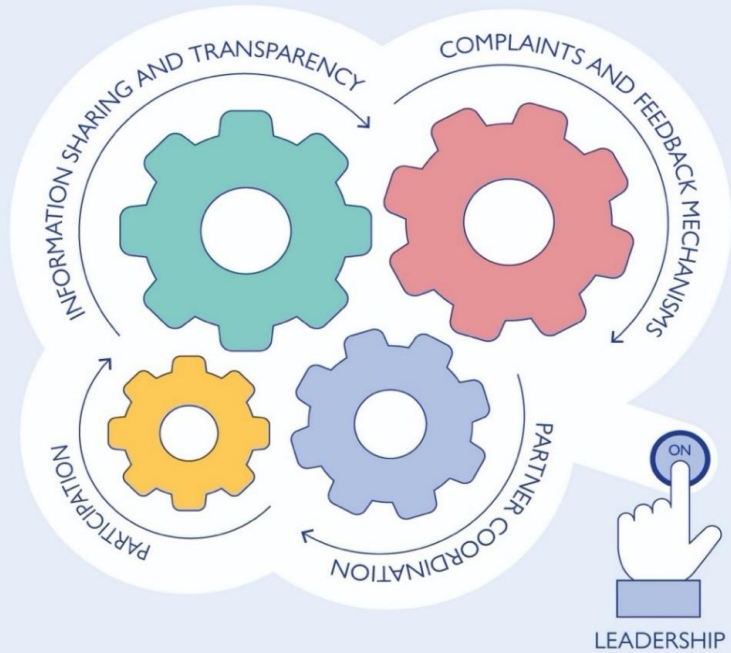
Involving affected people and designing programmes and implementation based on their inputs and views help ensure that needs are correctly identified and that programmes are designed in a manner appropriate to the context.

### OBJECTIVES

IOM’s commitments are intrinsically linked and build on and reinforce each other. Together, the commitments affirm the rights of affected populations and affected communities to be respected, informed and involved in the decision-making processes that affect them; and enable IOM to ensure that affected people are placed at the core of its programming.

# 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.



The [IOM AAP Framework IN/285](#) supports the implementation of MCOF, IOM's Humanitarian Policy – Principles for Humanitarian Action, IOM Standards of Conduct, Guidance note on Mainstreaming Protection, IOM Gender Equality Policy, IOM Policy and Procedures for Preventing and Responding to Sexual Exploitation and Abuse, IOM Data Protection Principles and IOM's Reporting and Investigation of Misconduct Framework as well as reinforces the implementation of the [We Are All In](#) reporting platform.

The operational commitments and objectives of the Framework are:

- a) **Leadership:** Strengthen leadership and systems to embed good practices within the Organization's management structures and ensure compliance of IOM staff and implementing partners.
- b) **Information-sharing and Transparency:** Protect and promote the right to information and two-way communication with affected people.
- c) **Participation:** Involve populations to influence and shape the design, implementation, monitoring and evaluation of activities and decision-making processes throughout the full project cycle.
- d) **Complaints and Feedback Mechanism:** 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.
- e) **Partner Coordination:** 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.

The December 2011 IASC Principals meeting endorsed five Commitments to Accountability to Affected Populations and agreed to incorporate the CAAP into the policies and operational guidelines of their organizations and promote them with operational partners, within Humanitarian Country Teams and amongst cluster members. Revised and updated in 2017.

The IASC is an inter-agency forum for coordination, policy development and decision-making involving the key UN and non-UN humanitarian partners, including United Nations agencies, Red Cross and Red Crescent Movement, the International Organization for Migration, non-governmental organizations (NGOs), NGO consortia, and the World Bank. IOM has been granted full membership in the IASC as a result of its joining the UN system on 19 September 2016.

IOM is signatory to the "Grand Bargain" agreement made between major donors and humanitarian organizations in the margins of the World Humanitarian Summit in May 2016. The Grand Bargain's commitment to include people receiving aid in making the decisions which affect their lives otherwise known as "participation revolution" reinforces the IASC commitments on AAP and the Core Humanitarian Standard on Quality and Accountability.

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