

Agencies are keen to hear your views (good or bad) about the water, sanitation and hygiene projects.

In order to learn and improve the service we provide it is important that any problems are brought to the attention of the agency concerned as soon as possible.

**If you have any suggestions or need to make a complaint then either:**

- Tell your community representative, or
- Contact a member of the WASH staff, or
- Complete a complaint form obtainable from \_\_\_\_\_

• Contact the following number: \_\_\_\_\_

**Your complaint will be dealt with as quickly as**



#### **Providing Information**

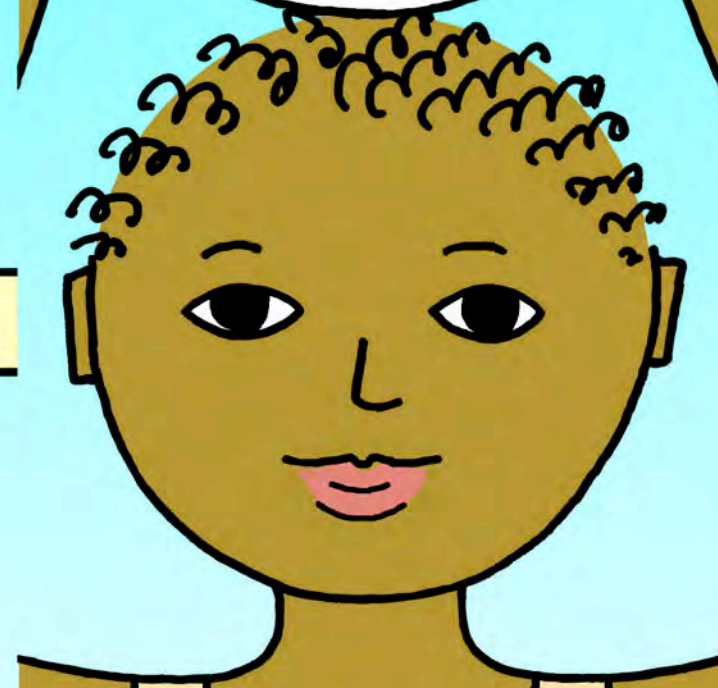
Every agency should provide you with details of:

- The agency name and contact
- Name(s) of staff working in your community
- What is planned and for how long
- Who will receive what and why they have been selected
- Follow up visits
- Feedback following assessments or evaluations



# **WASH**

**Water, Sanitation & Hygiene  
Our Commitments  
to You**



#### **WASH Commitments**

We aim to meet your needs for acceptable water, sanitation and hygiene facilities.

Women, men, children and different sections of the community should be able to have a say in how water, sanitation and hygiene facilities are provided.

You are also expected to discuss and agree on your responsibilities with regard to the use and maintenance of facilities.

WASH agencies are not able to solve all of the challenges that you face at this difficult time but your involvement

is essential.

### The water supply should:

- Be available equally to all
- Provide an adequate amount for you and your family
- Be located in a safe place

Local conditions will affect the amount of water that can be made available and WASH agencies should provide you with information about what is possible and discuss the options with you.

### Hygiene and Sanitation

Other aspects of the WASH project such as:

- the work of community hygiene promoters
- the disposal of rubbish
- the provision of drainage etc.

also need your involvement for their success and your views on these interventions should always be sought

# WASH

## Water, Sanitation & Hygiene

### Our Commitments to You



### Toilets should be:

- Acceptable
- Private
- Safe to use
- Provision should be made for children, older people and people with disabilities
- Located following discussions with all users

You should be asked about the siting of all facilities and they should be sited in a safe location.

**Agencies working in water, sanitation and hygiene have agreed to be guided by a set of standards for the response known as the Sphere Standards. The WASH standards can be seen on the following website [www.sphereproject.org](http://www.sphereproject.org) or a hard copy can be made available at each agency office. A translated copy is available from....**

### Staff Behaviour

Agency staff should:

- Be respectful and polite
- Treat you as equal partners in the programme
- Actively seek your views on the way in which the water, sanitation and hygiene (WASH) programme is designed and carried out
- Always be able to explain their actions

**It is not acceptable for agency staff to demand favours or payment in return for the provision of hygiene kits or water and sanitation facilities. Please report this if you hear of this happening.**