



Proud Lebanon

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www.instagram/Proud.Lebanon
www.Youtube.com/ProudLebanon
(+961) 76 - 608205

Commitment to Accountability to Affected Populations (AAP)

Purpose:

This commitment outlines our dedication to being accountable to the populations affected by our work. It aims to ensure that affected populations are actively involved in the decisions that impact their lives, and that our organization remains responsive, transparent, and responsible in our interactions with them.

Scope:

This commitment applies to all staff, volunteers, partners, and activities of our organization in all locations and contexts of our operations.

Our Commitment:

PROUD Lebanon recognizes that the people we serve are the primary stakeholders in our programs. We are dedicated to ensuring their meaningful participation in decisions that impact their lives. Our commitment aligns with the IASC 5 Commitments to Accountability to Affected Populations:

1. **Leadership/Governance:** We commit to integrating accountability into our country strategies, program design, monitoring and evaluations, recruitment, staff inductions, trainings, performance management, and partnership agreements. We will highlight our accountability efforts in our reporting. Furthermore, we ensure that representatives from key populations served in our programs are represented on our board of directors. This includes, but is not limited to, people living with HIV, transgender individuals, and other marginalized groups we serve. This representation ensures that the voices and perspectives of our affected populations directly influence our organizational governance and decision-making at the highest level.



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2. **Transparency:** We will provide accessible and timely information about our organizational procedures, structures, and processes that may impact communities. This will support informed decisions and enable us to engage communities in meaningful dialogue.
3. **Feedback and Complaints:** We will actively seek the views of communities to improve our policies and practices. We commit to establishing streamlined, appropriate, and robust feedback and complaints mechanisms capable of communicating, receiving, processing, responding to, and learning from complaints about policy breaches and stakeholder dissatisfaction.
4. **Participation and Inclusion:** We will enable communities to play an active role in decisions that will impact their lives. We commit to establishing clear guidelines and practices on participation, ensuring that the most marginalized and at-risk groups are represented and have influence.
5. **Design, Monitoring, and Evaluation:** We will involve affected populations in designing, monitoring, and evaluating the goals and objectives of our programs. We commit to feeding learning back into our organization on an ongoing basis and reporting on the results of this process.

Implementation:

To fulfill this commitment, we will:

- Ensure ongoing representation of key affected populations on our board of directors
- Conduct participatory needs assessments and program design
- Share information about our programs, including plans and progress
- Create and maintain simple, accessible feedback mechanisms
- Regularly seek input from affected populations on their satisfaction with our work
- Incorporate feedback into our decision-making processes
- Train our staff on the principles and practices of AAP



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Accountability:

We will regularly review our progress in implementing this commitment and share updates with our stakeholders, including affected populations, staff, partners, and donors.

This commitment is endorsed by our leadership and applies to all PROUD Lebanon staff, volunteers, and partners in all our areas of operation.

16/09/2024



PROUD
Lebanon