



**Humanitarian
Leadership
Academy**

**What can you expect from
an organisation as a
person affected by crisis?**

When an organisation works with a community to help them respond to a crisis, there are **nine general commitments**, so you know what you can expect.

Emergencies can bring problems for organisations too. So although they will always try to follow the commitments, sometimes they might not be able to. But they should want to learn and improve, so you can help by providing them feedback.

Organisations should do their best to:

Understand and meet your needs



Give support when you need it



Provide support that helps you to recover and prepares you to respond to a similar emergency in the future.
They should not harm you.



Inform you about the support you can expect and how you should be treated.

They will do their best to give you a say in decisions about the support provided.



Ensure that you can report problems if you are unhappy with the support provided or with the way that staff treat you.

No one should harm you if you make a complaint. We will take action in response to complaints.



Work together with other organisations that provide support. **Try to combine knowledge and resources to better meet your needs.**



Learn from experience so that the support given you improves over time.



Ensure that **the people who work for them have the skills and experience to support you.**



Manage resources in a way that is responsible, limits waste and has the best result for you.



This plain English version of the nine CHS commitments was elaborated by a working group with the expertise of Translators Without Borders

The original intention of the document is to provide a statement of humanitarian organisations' commitments in a way that can easily be understood by the communities and people affected by crisis.

For more information visit:
www.corehumanitarianstandard.org

www.humanitarianleadershipacademy.org