# Annex III: Action Plan from the CBCM Training

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| CBCM Training – Action Plans | | |
| Actions/activities to be undertaken | **Responsible person** | **Timeframe** |
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| Nominate PSEA Focal Points- Actors in Cross border Operation (NGOs, INGOs, UN Agencies etc) | DRHC, all actors | October 2017 |
| Hold advocacy meeting with HLG to secure support for CBCB/PSEA | DRHC, PSEA Coordinator | October 2017 |
| Secure place for PSEA on the HLG monthly meeting agenda/Schedule | DRHC, PSEA Coordinator | Done |
| Secure place for PSEA on the ICCG bi-weekly meeting agenda/Schedule | PSEA Coordinator | Done |
| Hold trainings for PSEA focal points at the different levels on their roles and responsibilities | DRHC, PSEA Coordinator all participating actors | Oct -Nov 2017 |
| Develop PSEA/CBCM Focal Point TORs and work plans | PSEA Coordinator, Focal persons, DHRC, HLG | Nov-Dec 2017 |
| Develop PSEA/CBCM Network TORs and Work plans | PSEA Coordinator, Focal persons, DHRC, HLG | Nov-Dec 2017 |
| Establish an Inter-Agency CBCM mechanism and a PSEA Network for the Cross Border response | DRHC, PSEA Coordinator, all actors | Jan-Feb 2018 |
| Using the best practice guide, develop SOP for the PSEA/CBCM Network/Mechanism for Northern Syria | PSEA Coordinator, Focal persons, DHRC, HLG | Jan-Feb 2018 |
| Map existing complaints and feedback mechanisms in Northern Syria | PSEA Network | Nov-Dec 2017 |
| Undertake rapid mapping/consultation with partners to ascertain the number of actors who do not have functional internal PSEA systems and what support they would require from the PSEA/CBCM Network | PSEA Network | Feb-Mar 2018 |
| Mainstream PSEA into UNDSS induction trainings for staff in Gaziantep | UNDSS, DRHC, PC | Nov-Dec 2017 |
| Undertake Inter-Agency mapping of personnel who have been trained on PSEA and create a database of available expertise that can be tapped by the PSEA Network. | DRHC to lead, PSEA Network | Oct-Nov 2017 |