



PILLAR EIGHT

Accountability

Accountability ensures that people, processes, and systems are answerable for their actions, decisions, and impact.



SCENARIO

A citizen complains that their data was used in a way they were not informed about.

A project fails to deliver, but no one takes responsibility.

A biased tool harms a community, but there is no clear process for addressing it.

Without accountability, mistakes are repeated, trust is lost, and organisations cannot improve.



WHAT IS ACCOUNTABILITY?

Accountability means individuals and organisations take responsibility for their actions, decisions, and outcomes.

It includes setting clear expectations, documenting decisions, being transparent, and providing mechanisms for feedback, challenge, and redress when things go wrong.



QUESTIONS EVERY ORGANISATION SHOULD ASK



Who is responsible for this decision or action?



Are our roles and responsibilities clearly defined?



How do we document and justify our decisions?



How do we make our processes and decisions transparent?



How do we handle feedback, complaints, or challenges?



How do we measure and report on our impact?

HOW TO BUILD ACCOUNTABILITY IN YOUR ORGANISATION

1



Define Roles and Responsibilities

Make sure everyone knows who is responsible for what, at every level.

2



Set Clear Policies and Expectations

Establish clear rules, standards, and expectations for behaviour and decision making.

3



Document and Record Decisions

Keep clear records of decisions, actions, and the reasons behind them.

4



Ensure Transparency

Be open about processes, criteria, and outcomes with stakeholders.

5



Enable Feedback and Challenge

Create safe channels for feedback, challenge, and reporting concerns.

6



Hold People Answerable

Address issues, apply consequences, and learn from mistakes.

7



Monitor, Report and Improve

Regularly review performance, report on impact, and improve practices.



GOOD PRACTICE CHECKLIST

- ✓ We have clear roles, responsibilities, and reporting lines.
- ✓ We document and justify our important decisions.
- ✓ We are transparent about our processes and outcomes.
- ✓ We have channels for feedback, complaints, and redress.
- ✓ We hold people accountable and learn from mistakes.
- ✓ We regularly report on our impact and performance.



WARNING SIGNS

- ⚠ No one knows who is responsible for decisions.
- ⚠ Decisions are not documented or explained.
- ⚠ Information is hidden or hard to access.
- ⚠ Feedback or complaints are ignored.
- ⚠ Mistakes are repeated and not addressed.
- ⚠ There is no reporting or learning from impact.

