

Accountability Checklist

A disciplined way to turn a public concern into a claim that can survive distraction, fear and delay.

PURPOSE Use for a project, service, decision, promise or complaint. Match every public statement to the evidence and protect people from unnecessary exposure.

1. Define the concern

☐ The issue is specific.

☐ The affected people or place are identified without exposing private details.

☐ The responsible institution or office is named.

☐ The applicable promise, rule, budget, procedure or standard is identified.

Evidence, owner or next action

2. Check the evidence

☐ Dates and sources are recorded.

☐ Direct evidence is separated from interpretation and suspicion.

☐ Contradictory or missing information is acknowledged.

☐ Language does not claim more than the evidence proves.

Evidence, owner or next action

3. Set the demand

☐ The requested action or explanation is specific.

☐ The completion standard is observable.

☐ A responsible decision-maker or office can act on it.

☐ A reasonable response or return date is recorded.

Evidence, owner or next action

4. Share responsibility

☐ More than one person understands the record.

☐ Conflicts, political interests and financial contributions are disclosed.

☐ Roles for evidence, communication and follow-through are clear.

☐ Internal decisions and public statements are documented.

Evidence, owner or next action

5. Engage and escalate

☐ The appropriate first route is used where safe and available.

☐ Escalation moves the issue to a forum with greater authority or visibility.

☐ Every submission and response has a date and reference.

☐ Risk, privacy and safeguarding are reviewed before each step.

Evidence, owner or next action

6. Return

☐ Promises are checked against completion, not only announcement.

☐ Silence, refusal or delay is documented accurately.

☐ Partial progress is recognized without erasing remaining obligations.

☐ The group returns on the recorded date and decides the next step.

Evidence, owner or next action

Accountability record

Public concern	
Responsible institution	
Evidence held	
Specific demand	
Submission route	
Reference	
Response	
Remaining obligation	
Return date	

Final language check

- | | |
|---|--|
| ☐ Accurate | ☐ Specific |
| ☐ Evidence-matched | ☐ Non-dehumanizing |
| ☐ Privacy-conscious | ☐ Clear about uncertainty |
| ☐ Directed to responsibility | ☐ Includes follow-through |

This checklist supports responsible civic preparation. It does not send a complaint, provide legal advice or guarantee an institutional response.