



Lina Alhaj

Profile

I am an accountability, participation, and quality specialist with extensive experience strengthening people-centred, accountable, and inclusive practice in humanitarian and development contexts. My expertise includes accountability to affected populations, the Core Humanitarian Standard (CHS), safeguarding and PSEA integration, accessible feedback and complaint mechanisms, safe reporting channels, complaint and case handling, community engagement, partner capacity strengthening, and organizational learning.

Throughout my work, I have supported teams, partners, and communities to translate CHS commitments into practical systems, behaviours, and decisions. This has included developing and improving procedures, tools, and awareness materials; strengthening trusted feedback channels; supporting complaint management and case handling processes; facilitating staff and partner capacity building; and contributing to CHS reflection, checklist, and quality improvement efforts, including reviews and evaluations against CHS commitments. I bring strong experience in making accountability more accessible, inclusive, and meaningful, particularly by grounding systems in community perspectives and ensuring they are understandable, trusted, and usable in practice.

I offer the Board a combination of strategic insight and field-based experience. I understand both the policy and governance dimensions of quality and accountability, and the operational realities of bringing CHS to life with frontline teams, partners, and communities. I am particularly motivated to support the CHS Alliance in advancing its mission by helping make CHS more practical, accessible, and influential across diverse contexts, while strengthening collective learning, partner engagement, and credible accountability systems that keep the voices, rights, and experiences of affected people at the centre.

Why is the CHS Alliance important to the sector?

The Alliance plays a critical role in ensuring that humanitarian action remains grounded in the needs, dignity, and voices of people and communities. The Alliance represents a global network and promotes, supports, and shepherds the implementation of the CHS across its membership. It harnesses a platform to share learning, challenges, collectively advance best practice and advocate for change.

The Alliance's mission remains deeply relevant as the sector seeks to strengthen trust with communities and demonstrate the integrity and impact of humanitarian action; this aligns closely with broader sector priorities, including on localisation, safeguarding, and strengthening accountability to people and communities.



What motivates you to join the Alliance's Board?

My field experience has taught me one thing clearly: the gap between what the Core Humanitarian Standard commits to and what communities actually experience is not simply a technical issue. It is also a question of proximity, of how closely standards, systems, and decisions remain connected to the realities of the people they are meant to serve.

I want to join the CHS Alliance Board because I can bring that field-rooted perspective to its strategic work. I have seen what it looks like when a feedback mechanism exists on paper but is not trusted by the community. I understand what meaningful PSEAH integration requires when reporting pathways must be safe, accessible, and survivor-centred in practice. I have also seen the limits of localisation when national partners are expected to implement compliance requirements they have had little role in shaping.

My experience in Palestine, including work in West Bank and Gaza, and other highly constrained environments, has shown me both the importance of the Standard and the challenge of making it meaningful in reality. I would value the opportunity to contribute to the Board by helping strengthen the practical application of CHS, support stronger integration of safe reporting and accountability mechanisms, and promote approaches that are more accessible and relevant for local and national partners. I believe the Alliance benefits from voices that remain closely connected to field realities and to the lived experience of the communities humanitarian action is meant to serve.