



**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?**

Joining the CHS Alliance Board would allow me to contribute my experience to the Alliance's strategic direction while supporting its continued growth, credibility, and influence. I strongly believe in improving accountability and quality across the sector, especially in times of shrinking resources and increased organisational pressures. I welcome the opportunity to help ensure the Alliance remains responsive to the evolving needs of its members and to the people and communities they work alongside. I am motivated to join the Board to support the Alliance and its members in applying the Standard and further championing principled, accountable, and high-quality humanitarian action.