# FEEDBACK MECHANISM CHECKLIST FOR PROJECTS

The RCRC Movement agreed in Geneva 2019 on a CEA resolution in which the Commitment 4 states that *By 2023 all Movement components will: [...] ensure institutional responsibilities and channels are clearly established to address feedback, track any actions taken or not taken as result and close the feedback loop by transparently reporting back to people and communities and validating how their feedback has been considered, with specific procedures in place to deal with issues of sexual exploitation and abuse or other sensitive issues.* It is therefore crucial that Swedish RC at all times support the NSs they work with in these endeavours. However, until these and other commitments are fully achieved, it may be necessary to set up temporary feedback mechanisms for the specific project or programs that SRC is supporting.

MINIMUM STANDARDS IN BRIEF

- ☐ **Contextualised** – One size does not fit all, ensure the system is appropriate for the specific communities
- ☐ **Safe** – People need to trust that the feedback they give will not be used against them
- ☐ **Accessible** – The channels must be chosen to ensure all people can access them
- ☐ **Multi-channelled** – At least two different channels, as people and feedback are diverse.
- ☐ **Timely** – Feedback is fresh produce and need to be handled within hours or days
- ☐ **Equitable** – Make sure all have access to the system, especially vulnerable groups
- ☐ **Regular** – Feedback must be collected regularly, not only during certain project phases
- ☐ **Documented** – Even if comments are orally collected it has to be written in a document
- ☐ **Responsive** – Feedback must be responded to either individually or through the community
- ☐ **Analysed** – Every received comment must be analysed to understand wider perspective
- ☐ **Acted on** – Address issues with individuals and make changes in the programmes
- ☐ **Transparent** – People need to know how and by whom feedback is handled for a trusted system
- ☐ **Sensitive** – Specific procedures in place to deal with SEA or other sensitive issues
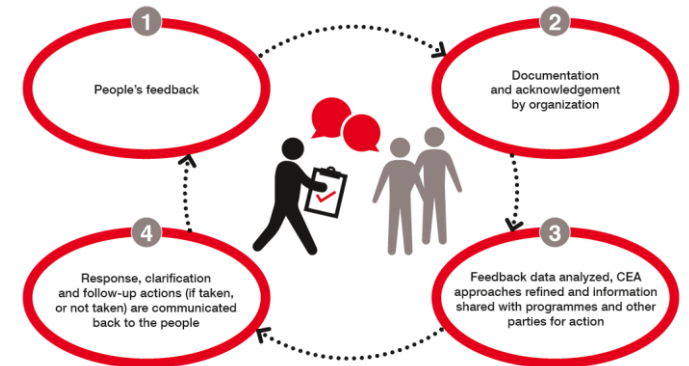
SET UP THE ENVIRONMENT

- ☐ Ensure buy-in from management and make sure they understand that setting up a feedback mechanism entail that the information received must be used as a basis to adapt and continuously improve the quality, effectiveness and accountability of the project.
- ☐ Train staff and volunteers on PSEA, and how to collect and respond to feedback
- ☐ Draft Standard Operating procedures including how to handle possible sensitive complaints.
- ☐ Consult with the community. Even if you collected information about channels etc. during the assessment, it is important to discuss how to set up the feedback mechanism both during planning and when it is ready to be launched
- ☐ Appoint a focal point in the project who will ensure the system is functional

GUIDANCE AND GOOD PRACTICE

- ☐ Use at least two different channels, that are contextual, trusted and preferred by the community.
- ☐ Document all feedback that is received and classify it using the following information:
  - Date and location received
  - Demographic data and contact information if applicable
  - Channel used
  - Type of feedback
  - Feedback message
- ☐ Refer internally or externally depending on the content.
  - Ensure a confidential and safe handling of sensitive complaints
  - Connect with inter-agency referral pathways if the complaint is about another organisation, follow-up to ensure a response.
  - For internal feedback it is important to set up a coordination mechanism to ensure it is handled and responded to by the relevant sector if the one receiving the feedback can't respond directly.

TYPES OF FEEDBACK:
Requests (for services)
Questions
Complaints
Suggestions
Rumours/ beliefs
Compliments/ suggestions

EXAMPLE

During a handwashing campaign, a WaSH Officer receives a request for shelter from a woman who were absent when the assessment in her village took place. The Officer enters all data in his Kobo app and when he is back in the office, he opens the Feedback data base and appoints the Shelter Coordinator to follow-up on the matter. The Shelter Coordinator ensures that the data of the woman is included in the analysis and inform her of the result. He will then inform the WaSH Officer who can close the case in the data base.

CHANNELS