



SMILER+ FCRM Planning Worksheet Template

Instructions: This worksheet should be completed by the program manager (PM) or chief of party (CoP), together with the MEAL lead, before the SMILER+ workshop. Teams are encouraged to engage partner staff in completing this worksheet as appropriate and to adapt the content to their context as needed.

	Feedback and Complaints Channels			Response Channels		
	Face to face	Channel 2	Channel 3	Face to face	Channel 2	Channel 3
Description of channel <i>Provide a short description of the channel, including access and availability.</i>						
Access to channel <i>Describe the groups and individuals who will have access to the channel.</i>						
Limitations in access <i>Cite any anticipated limitations in access to the channel and how they may be addressed through FCRM design.</i>						
Linkages <i>Is the channel already in use? Will it be shared with other projects or responses?</i>						

<p>ICT4D needs</p> <p><i>What are the ICT4D needs associated with the channel?</i></p>						
<p>CRS staff roles and responsibilities</p> <p><i>What roles will CRS staff play in FCRM? Which CRS staff positions are involved?</i></p>						
<p>Partner staff roles and responsibilities</p> <p><i>What roles will partner staff play in FCRM? Which partner staff positions are involved?</i></p>						
<p>Materials needed</p> <p><i>What materials are needed for set-up and implementation?</i></p>						
<p>Close-out</p> <p><i>How will the channel be closed out, handed over or sustained?</i></p>						
<p>Budget</p> <p><i>What budget is available for the channel? What are the key costs associated with the channel?</i></p>						