Feedback, Complaints and Response Mechanisms
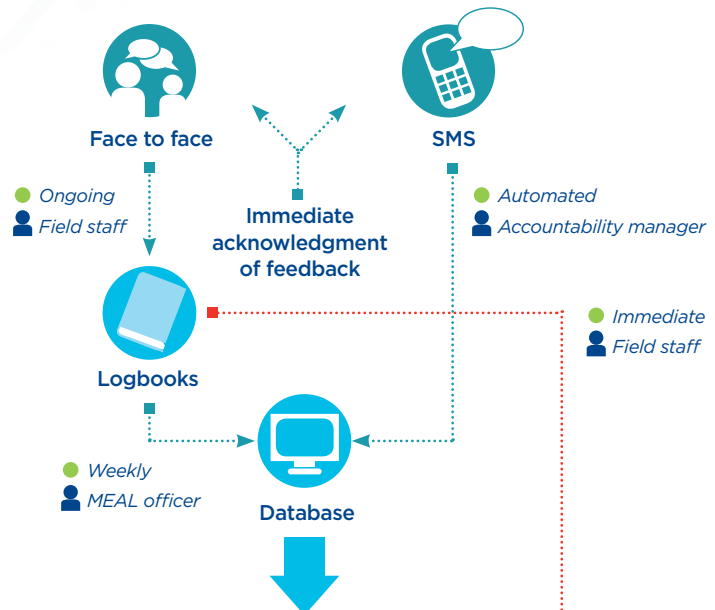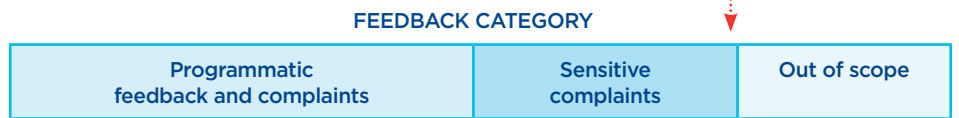
How will feedback be received?

- ·······▶ Flow of feedback/response
- 🟢 Frequency
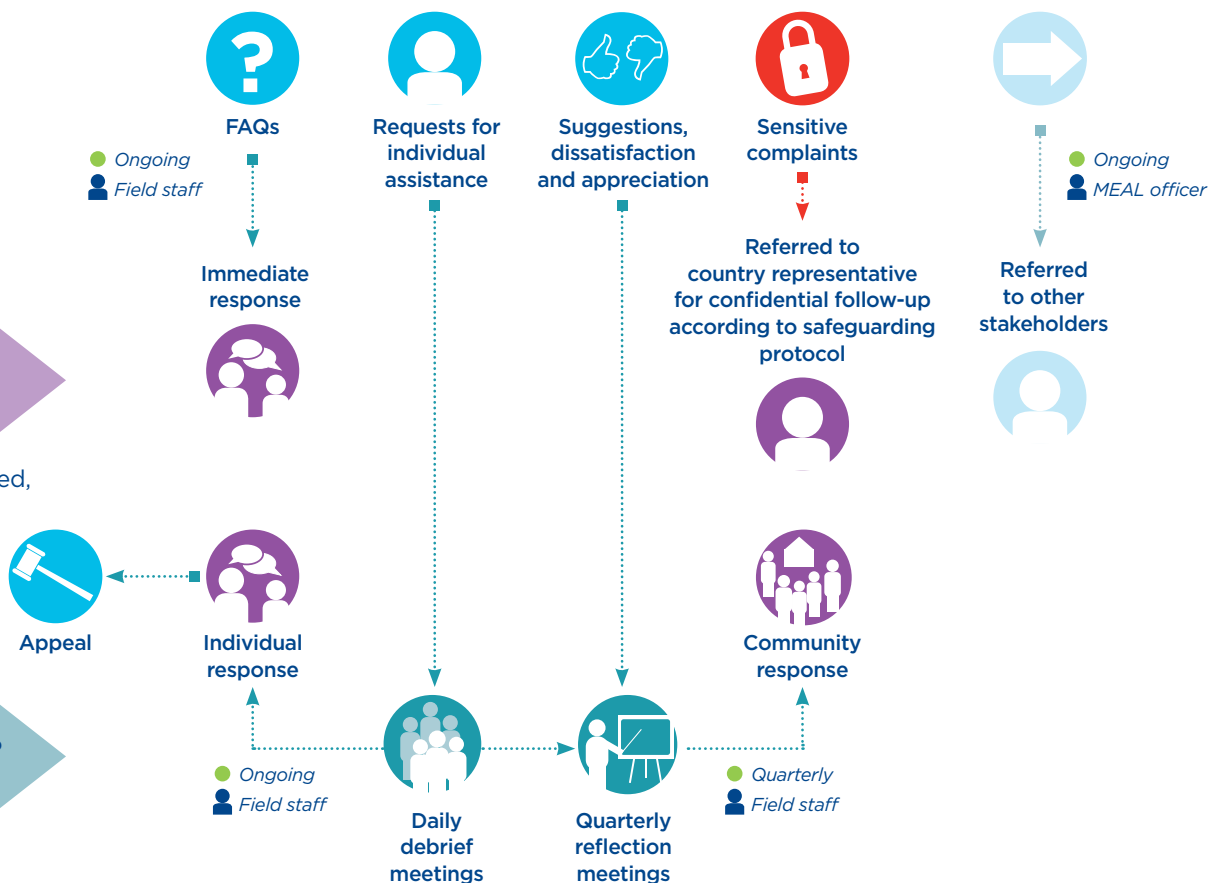- 👤 Focal person

Face to face
- 🟢 Ongoing
- 👤 Field staff

Immediate acknowledgment of feedback

SMS
- 🟢 Automated
- 👤 Accountability manager

- 🟢 Immediate
- 👤 Field staff

Logbooks

Database
- 🟢 Weekly
- 👤 MEAL officer

How will feedback be processed?

Documented, categorized, referred, and stored

FEEDBACK CATEGORY

Programmatic feedback and complaints		Sensitive complaints	Out of scope

FAQs
- 🟢 Ongoing
- 👤 Field staff

Requests for individual assistance

Suggestions, dissatisfaction and appreciation

Sensitive complaints

Referred to other stakeholders
- 🟢 Ongoing
- 👤 MEAL officer

Immediate response

Referred to country representative for confidential follow-up according to safeguarding protocol

How will feedback be responded to?

Acknowledged, answered, appeals processed

Appeal

Individual response

Community response

How will feedback be used?

Analyzed, summarized, communicated

Individual response
- 🟢 Ongoing
- 👤 Field staff

Daily debrief meetings

Quarterly reflection meetings
- 🟢 Quarterly
- 👤 Field staff