How can I use SM to receive and respond to POCs feedback?

Set up a Feedback and Response Mechanism

Type of Feedback and Response Mechanisms

Integrating social media into protection operations

Steps to set up a feedback and response mechanism

Multi-channel

Single Channel

Integrated

Step 1 — Situation analysis

Step 2 — Design and community consultations

Step 3 — Select and set up

Step 4 — Establish internal support structures

Step 5 — Establish SOPs and guidelines

Step 6 — Raise awareness

Step 7 — Receive, acknowledge and respond

Step 8 — Monitor, evaluate, learn and adapt