



## Check List

- Have you involved communities and partners to discuss the objectives of the F&R mechanism and define how it will work? ☐
- Have you discussed with PoCs and partners the type of F&R mechanism you want to set up, and its management structure? ☐
- Have you used information from the Social Media Situation Analysis and/or Participatory Assessments to guide your decisions about the initial design of the F&R mechanism? ☐
- Have you ensured availability of private, confidential and secure channels (outside Social Media) for individual feedback? ☐
- Have you looked at existing F&R mechanisms to see where they might complement yours? ☐
- Have you worked out and tested SOPs, guidelines and referral systems for feedback management? ☐
- Have you identified and sourced the technical skills needed to manage the feedback component of the Social Media account? ☐
- Have you identified the decision-makers who will act on the feedback, and tailored the analysis and the reporting type and format to their needs? ☐
- Have you identified the processes and tools to monitor feedback individually, over time and across different channels? ☐
- Have you linked your Social Media F&R mechanism to offline F&R mechanisms, e.g. call centers, suggestion boxes and community structures? Remember that various channels must be accessible to all PoCs and suitable for both sensitive and non-sensitive feedback. ☐
- Have you created internal coordination mechanisms to manage and respond to feedback? ☐
- Have you allocated human and financial resources to ensure that feedback from Persons of Concern is systematically collected, acknowledged, assessed, referred and answered in a timely and confidential manner? ☐
- Have you joined existing coordination mechanisms to collaborate with partners in feedback referral and response? ☐