

**TOOL:**

# KEY CONSIDERATIONS WHEN ESTABLISHING FEEDBACK MECHANISMS

- Which local structures and systems of addressing complaints and dealing with grievances exist in the community and what are the power dynamics? Is inclusion of all possible?
- Are such local structures the only channel for feedback and complaints and potentially excludes the most marginalised segments of the population?
- Are there other communication channels from other agencies?
- Are resources (financial, staffing and skills) for collecting and analysing information from these sources available in the operation?
- Are all opportunities for collaboration and joint work with partners relevant to feedback collection harnessed e.g. joint monitoring, common feedback collection and communication channels?
- Can the system in place handle cases of fraud and abuse?
- Can sensitive complaints be submitted through different channels and is it ensured that they will be treated separately and confidentially?
- Do available systems cover all relevant geographical areas?
- Consider how feedback data will be checked and verified to provide evidence for decision-making on programming.
- Consider how verification and analysis of feedback data through discussions with persons of concern gets recorded and analysed.
- What are the procedures for dealing with serious complaints against staff? Do guidelines on receiving and investigating allegations of sexual abuse and exploitation by humanitarian workers and details of the investigation process exist?
- Are there clear guidelines for referral processes in place including for feedback and complaints received that are outside of UNHCR's responsibility?
- Are there clear guidelines in place for dealing with feedback that requires immediate follow-up?
- Are necessary capacities, skills and trainings for staff, including partner staff, outlined?
- Is feedback received made usable and actionable for decision-making and response? Is the level of detail of feedback analysis and subsequent reporting defined?
- Is it clearly outlined how feedback from people of concern is featured in other sets of qualitative and quantitative data from various sources (monitoring, assessment, partners, and reports) and how it is ensured that feedback is used for different purposes including monitoring, assessment, communication (with people of concern), advocacy, coordination and decision-making?