UNHCR
The UN Refugee Agency

TOOL:

WEEKLY LOGBOOK SAMPLE

This can be used by staff in the field to record feedback and complaints for onward forwarding to the office on daily or weekly basis. Variations of this table can be established as excel spreadsheets in line with the needs of the operation. It is not designed for use in recording sensitive and urgent complaints or requests for action .These should be immediately dealt with using the established procedures.

Date				
Location				
Received through: Hotline or Feedback form (email, box, approach to staff member)				
Details of feedback/ complaint; Category/code				
Name, age and Sex of person of concern (unless anonymous)				
Identification number/ contact details /location (as applicable)				
Programme/Sector				
Referred to: (referral can be internal/external)				
Resolution/Action Taken; Include resolution dates and response to complainant				

Coding feedback and complaints is helpful in identifying the type of feedback and which department to forward the issue to. This sample provides an outline that can be adapted e.g. into an excel sheet for ongoing documentation of feedback data For Example, different codes can be decided for queries, exclusion errors, requests for assistance, etc.

Staff submitting: .... Submission Date: ....

Reviewing manager comments: ....