NOTE: A standard operation procedure (SOP) is a set of step-by-step instructions that help somebody carry out complicated processes. The goal is to reduce miscommunication and ensure that we address feedback responsibly and always to the same high standard. Some questions to consider:

* What are the different levels of response for different types of sensitive feedback? For example: a young woman feeling they can’t go to church because the path is dark and there’s men hassling her vs rape – both are sensitive issues, but rape needs a more urgent response and is a criminal offence.
* What are the steps needed answering to feedback?
* How do we interact with the community if they give feedback?

🡪 adapt this document according to your local context and expand it with instructions on what to do at ‘the back end’ you can use the sample feedback flow from Malawi red cross in the [feedback starter kit](https://media.ifrc.org/ifrc/document/tool-15-feedback-starter-kit/) as a visual example of how feedback is handled.

## Standard operating procedure (SOP) for **feedback collectors**:

See section Do’s and Don’ts for feedback collection in the guide in [tool 15](https://media.ifrc.org/ifrc/document/tool-15-feedback-starter-kit/) for more useful tips.

1. **Always listen carefully and acknowledge the issue the person is sharing with you.**
2. **Introduce yourself and who you work for and ask for consent** (see introduction text feedback form)
3. **Document all feedback using the community feedback form (paper/ODK/Kobo)**

Make sure to include enough details so that the feedback will be clear to somebody else (i.e. answer the following questions: who does this concern, where did it happen, when did it happen, how did it happen, what happened?)

1. **If you can answer immediately:**

* Often you will be able to answer feedback immediately with knowledge of the programme/project and referring to the FAQ document (see the sample FAQ from Malawi in the feedback starter kit).
* It is important that your answer is actionable, and the person understands the solution you are giving them.
* Fill in the feedback form even if the feedback is answered immediately.
* **Referrals**— if the resolution of the feedback is outside of the National Societies programming, it should be referred to the relevant stakeholder (NGO, UN, government). Only mark ‘referred’ if somebody from the other stakeholder has logged the feedback of the community member.

1. **For non-sensitive feedback that you cannot answer immediately:**

* Document the feedback and explain the next steps to the community member.
  + 1. Explain how long the community member has to wait for an answer and how they will receive the answer
    2. Explain that the feedback will be shared with the National Society who will **try** to find an answer, but get a lot of questions and might not be able to answer all of them.
    3. Explain that if the feedback does not concern our operations we will try to refer the feedback to the relevant partner but cannot promise that they will follow up
    4. Explain how you will share answers to questions from the community (which channel, time, date)
  + Thank the person who provided the feedback, question or complaint and assure them that their issue will be taken seriously, and we will do our best to resolve the issue.
  + Do not make any false promises and do not raise expectations.

1. **If there is no answer:** It is important to remember that if after three weeks after receiving the feedback there is no answer, it is mandatory to inform the person who provided the feedback that the National Society are trying to take necessary steps find an answer and to share the expected date of resolution/response. If there is no solution, it is mandatory to apologise and explain the person about the situation and our limitations.
2. **If the feedback is sensitive:**

All sensitive feedback should be handled confidentially. This is sensitive feedback:

**Sexual exploitation and abuse** (improper sexual behaviour) – i.e. aid workers or volunteers asking for sexual favours in exchange for aid, buying sexual services or engaging in other exploitative sexual behaviour.

**Sexual and gender-based violence:** i.e. Sexual and gender-based violence against any per­son. Could also occur as a result of unsafe design of humanitarian assistance, whether failing to provi­de lights and inside locks of toilets and bathrooms, not separating vulnerable women and children from men they are not related to or know.

🡪 If you do not have appropriate training, it is important when dealing with sensitive feedback relating to sexual exploitation and abuse or sexual and gender-based violence to not ask the community member to describe the violent event in order to not retraumatise them.

**Corruption**– i.e. a person asking for a bribe (often mo­ney) before letting somebody access a service or aid.

**Extortion**– i.e. a person threatening violence in or­der to receive money.

**Fraud**– i.e. a person tricking another person in or­der to make money or for a personal advantage.

**Any other breach of code of conduct**.

**Sensitive feedback relating to the National Society or IFRC**: Inform the community member that we do not tolerate this kind of behaviour and that the feedback will be investigated with the highest urgency. Document the feedback and **🡪 call [fill in who needs to be contacted] immediately to inform them.**

**Sensitive feedback relating to somebody else:** Inform the community member that the National Society takes this kind of feedback extremely seriously and works together with other partners to give support. 🡪 **call [fill in who needs to be contacted, i.e. district coordinator] immediately to inform them.**