**Example budget for setting up and running a feedback mechanism**

It is impossible to give exact figures for how much it costs to set up a feedback mechanism as the costs depend on local context. However, here are some key costs you should factor into your budget, you can add the local cost into this to have an overview. Not all of these items are mandatory. The use column explains what the advantages of each item are and how you can replace it if it is not essential. It is advisable to keep a flexible budget so that feedback activities can be adapted according to community input.

**Note that this example budget does not include costs to pay staff/volunteers involved working on the feedback mechanism as these are often already on hire and numbers depend on need and availability, look at** [**tool 15**](https://media.ifrc.org/ifrc/document/tool-15-feedback-starter-kit/) **to see what positions you need in order to run a functional feedback mechanism.**

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Use | Number | Cost |
| Printing & paper for feedback forms | If you collect on paper, you will need to print the feedback forms. Remember you should use the same format for all feedback forms (see feedback box). If you use tablets/phone for mobile data collection you won’t need this. | number of volunteers (+ number of feedback boxes + radio presenters) X feedback forms used per day = total number per day |  |
| Printing & paper for other forms | There are a few documents you will need to print out, such as FAQs, the feedback standard operating procedure, the referral pathway etc. | Documents X number of volunteers = total number |  |
| Tablets or phones | Used for mobile feedback collection. This will save a lot of time, however, these are not a must as you can also collect feedback on paper. But it will take extra manpower to transfer feedback from paper into the excel so you will save on manpower by buying tablets/phones. Ideally you have tablet per volunteer collecting feedback plus info desks, hotlines, radio etc. | Number of volunteers/stations that collect feedback = total number |  |
| Snacks & drinks | You will need to train volunteers in using the feedback forms and giving answers, most likely this will take a full day, so plan in snacks and drinks for lunch | Snacks + drinks x number of volunteers = total number |  |
| Pens | If you’re collecting feedback on paper it’s good practice to give volunteers pens to work with | Pen x volunteers = total number |  |
| Driver/car/fuel | It is good to visit communities outside of activities from time to time to build trust and ensure that community members don’t just give feedback on services they just received. | Number of field visits per month, locations x number of volunteers = total number |  |
| Posters | If you work in a community with high literacy you may want to print posters to advertise your feedback mechanism channels | Number of locations = total number |  |
| Phone with sim card Charge for sim card | If you want a simple hotline buy a phone with local simcard (if you can’t provide a tollfree line, choose the most popular provider as that means more people can call or text you with a cheaper rate. If there’s two key providers you can consider buying a phone with a double sim slot or two phones and buying two sim cards to reach more people. Depending on context you might want to offer people the chance to use WhatsApp or similar services to send you messages | Phone(s) + sim card(s) |  |
| Notice boards | If there is a high literacy rate you may want to share answers to the community via notice boards. | Number of locations = total number |  |
| stickers | If you want to advertise your feedback channels stickers can be a good way to do so. Consider pre-attaching them onto items that are being distributed by your national society. |  |  |
| flyers | If stickers are too expensive, small flyers advertising your feedback mechanism can be a good alternative |  |  |
| Feedback boxes | If you work in a literate community you may want to use feedback boxes in addition to other channels. It is good practice to also provide a pen tied to the box and feedback forms that people can fill in (this also has the advantage of collecting gender/age data) | Number of Locations = total number |  |
| radios | If one of your feedback channels is a radio show, consider distributing radios (this can be especially useful after a natural hazard related disaster in countries that have low internet penetration). Check out this guide by [Internews](https://internews.org/sites/default/files/2017-07/Internews_RadioDistribution_3_HowToGuide.pdf) on specs for radios and how to distribute them. | As many as you can afford ☺ (number of households) |  |
| … |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |