WHAT IS THIS TOOL?

This is a simple tool that can help anyone receiving community feedback to think through the steps of taking action in response to that feedback – either individual comments or broader trends. It does *not* cover how to act on sensitive feedback, as such investigations need to be carried out by qualified, objective investigators who have professional training and experience in conducting such inquiries.

HOW DO I USE THIS TOOL?

You can turn to this tool once you have received a feedback comment that you believe needs to be addressed, or once you have analysed larger amounts of feedback data and would like to address a certain topic that has emerged in the data. It is best to go through the questions below with community representatives, a group of key stakeholders of your organisation, or an inter-agency working group that focuses on community feedback, as responding to feedback is often a collective undertaking.



|  |  |  |
| --- | --- | --- |
| Questions to ask yourself: | | |
| 1. Are you clear about the topic you would like to address?  Ask yourself if you have the answers to following questions:  What happened? Who is concerned? Is it a specific group of people that shared this feedback? What are the reasons behind this feedback? |  | If it seems as if the data is insufficient or lacks nuance to understand, you might consider gathering more data, running additional analysis, cross-referencing the findings with other data points, discussing the findings with community members, colleagues or other stakeholders who could provide additional insights. |
|  |  |  |
| 2. Do you know what kind of action needs to be taken?  If you have a good understanding of the situation, you can consider what needs to be done to address community feedback. This can include, but is not limited, to the following:   * Fixing an issue * Changing a programme or operation * Providing new or additional support * Sharing information, including explanations * Changing who you work with * Adapting strategies or policies * Sharing positive feedback to motivate colleagues |  | If you are not clear on what needs to happen to address an issue, you will need to seek the different stakeholders' advice to be clear on the various options and agree on the best solution. |
|  |  |  |
| 3. Do you know who needs to take responsibility for the action(s)?  Recommendations or action points are only useful if it is clear who is supposed to take what kind of action. This of course requires you to discuss the recommendation with those who are supposed to take action to ensure the plan is realistic and feasible.  **YES** |  | Again, discuss with the stakeholders involved and see who would be best placed to take action. |
|  |  |  |
| 4. Have those who should act been consulted and agreed to take action?  Assigning actions to someone does not necessarily mean they agree with them, that the actions are feasible, or that they are able or willing to act. |  | If those who need to act have not been involved, or have not agreed to take action, you need to **advocate for action** being taken, win them over, or target others who can influence or put pressure on them. |
|  |  |  |
| AGREE ON THE ACTION POINTS AND DOCUMENT THEM, INCLUDING RESPONSIBILITIES AND DEADLINES.  You can use [this template action tracker](https://docs.google.com/spreadsheets/d/1EgAszUouzrrNL_SDO17faVvshaKMcGg0/edit?usp=sharing&ouid=109473232721131860036&rtpof=true&sd=true) in addition to integrating the actions into a broader action if there is. |  |  |
|  |  |  |
| 5. Is there something that can be done to learn from the feedback for the future?  While you might have taken decisions on the immediate steps, there might be additional actions and decisions to take to avoid certain issues from happening in the future. This can include, but is not limited to the following:   * Sharing learnings with other partners working in the same area * Discussing longer-term solutions with the involved stakeholders * Updating FAQs to ensure data collectors can answer questions and react to concerns in the future. |  | Stick to the agreed upon action points. |
|  |  |  |
| Follow up as needed with other partners, stakeholders, and colleagues on these longer-term issues. You can repeat this process of inquiry and action in this document if it is helpful to guide your steps in addressing these longer-term issues. |  |  |