

# Community Feedback and Response Mechanism – Checklist

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A Community Feedback and Response Mechanism (CFRM) is an accountability mechanism that is set up to collect information from our beneficiaries and community members about how they see our project(s).

- Good quality CFRM will collect feedback from our beneficiaries as well as community members who wish to express their opinions.
- Good quality CFRM do not only collect feedback but also close the loop and report back to the individual(s)/community member(s) about the actions that will be taken as a result. Therefore, the feedback received is as important as giving a response to this feedback to the relevant individual(s).
- Good quality CFRM can collect information categorised as “feedback”, “complaints”, but also “suggestions”. It is crucial for a good quality CFRM to collect both positive and negative information. More information about CFRM can be found in [ELI’s Bite-Sized Meal 018](#), and in [Global Hub’s guide and toolkit on Child-friendly Feedback Mechanisms](#)

## Purpose of this checklist:

ELI developed this checklist in order to guide colleagues in the design of CFRM at proposal or inception stages and they can also use it as a guide to assess and improve the quality of CFRM for projects which are currently being implemented. Once staff have completed the checklist, they can contact ELI should they want to discuss their results or would require further clarifications regarding the best approach to take to address the findings.

## How to use this checklist?

The checklist is divided up into the five sections below. The user needs to select their answers (“yes”, “partially” or “no”) against each question which shall inform areas that need to be improved to have a good quality CFRM.

- 1. Design of the CFRM**
- 2. Implementation of the CFRM**
- 3. Learning and sharing the findings of the CFRM**
- 4. Monitoring the CFRM**
- 5. CFRM at organisational level**

*Please note that a few questions are further broken down into key parameters.*

- For questions with only one parameter:
  - o The response to this question can only be “yes” or “no”.
- For questions with two or more parameters:
  - o If all parameters are met, the user should select the “yes” option.
  - o If no parameters are met, then the user should select the “no” option.
  - o If some but not all parameters are met, then the user should select the “partially” option.

## Background information

<b>Project title</b>	
<b>FAD number</b>	
<b>Country</b>	
<b>Theme</b> <i>(Main sector(s) of intervention, e.g. education, child protection, economic security, WASH, SRHR, etc.)</i>	
<b>Partners</b>	
<b>Current point in project cycle</b> <i>(e.g. proposal, inception, implementation, project closure)</i>	

## Checklist

Questions	Additional details or comments provided by the user	Responses “yes”, “partially” or “no”		
<b>Design of the CFRM</b>				
Is the CFRM a multi-channel mechanism?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>

Does the CFRM collect feedback from Plan's direct beneficiaries?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
Does the CFRM collect feedback from anyone in Plan's targeted communities who wishes to express an opinion?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
(1) Were the intended users of the CFRM consulted about how they wanted to share feedback and (2) were their responses factored into the design of the mechanism?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
(1) As part of these CFRM consultations, were the views of women, children, people living with disabilities and any other particularly excluded group(s) specifically sought and separately analysed so as to ensure that the chosen channels were accessible to all and (2) were their responses factored into the design of the mechanism?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
(1) Did the project team inform the intended users of CFRM that they could share any types of feedback (including but not limited to: suggestions, opinions, positive and negative statements etc.)? (2) Were intended users informed about how their feedback would be stored/used and managed?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
Did the project team present to the intended users of CFRM how they could share their feedback (for example: what is the toll-free number, who are the community focal points, how the collection boxes work and how frequently they will be emptied, etc)?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
Was the CFRM tested to verify that the mechanism was understood, functional, and inclusive, prior to its use?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
Did the project team involve their Safeguarding Adviser (UKNO or CO) in the design of the CFRM?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
Did the Safeguarding Adviser consider the CFRM to be safe for the intended users (direct beneficiaries and community members)? How were these concerns, if any, managed, addressed or mitigated?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
Are there specific CFRM indicators in the logframe?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
Was the CFRM costed in the budget?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
<b>Implementation of the CFRM</b>				
Is there a functioning feedback registry: a) in place? b) in use?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
Does the feedback registry capture: a) the date the feedback was recorded? b) the location? c) the name of the person sharing their feedback (if appropriate and not anonymous)?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>

<p>d) the gender?  e) the age?  f) their disability status?  g) any other protected characteristics?  h) the feedback channel the feedback was shared through?  i) the sector (e.g. WASH, Nutrition etc.) - (if the registry collects feedback from projects covering multiple sectors, or from multiple projects)?  j) the agency to which the feedback relates (if working with partners or in a consortium)?</p> <p>k) the theme of the feedback (e.g. selection process, lack of information etc.)?  l) the priority?  m) the action taken?  n) the status of the action (e.g. resolved, ongoing etc.)?  o) the level of resolution (the job title of the staff who was able to resolve the feedback)?  p) the turn around (e.g. how long did it take for this staff to resolve the feedback)?</p>				
<p>Is there a dedicated staff responsible for:</p> <p>a) setting up CFRM at community level?  b) collecting CFRM feedback at community level?  c) reviewing feedback received?  d) documenting all CFRM feedback received?  e) analysing feedback received?  f) responding to feedback received and documenting responses?  g) presenting responses to feedback received to intended users (direct beneficiaries and community members) as well as documenting the date and location of this presentation?  h) recording when the feedback loop was closed?</p>		<p>Yes <input type="checkbox"/></p>	<p>Partially <input type="checkbox"/></p>	<p>No <input type="checkbox"/></p>
<p>Is there a protocol in place for <b>receipt of feedback</b> through all channels (including for instance a defined collection frequency for feedback boxes, a weekly phone call for the focal points or daily monitoring of a WhatsApp chat etc.)?</p>		<p>Yes <input type="checkbox"/></p>	<p>Partially <input type="checkbox"/></p>	<p>No <input type="checkbox"/></p>
<p>Is there a protocol in place for <b>review of feedback</b> through all channels (including for instance a protocol for handling non sensitive issues separated to the one about sensitive issues)?</p>		<p>Yes <input type="checkbox"/></p>	<p>Partially <input type="checkbox"/></p>	<p>No <input type="checkbox"/></p>

Is there a protocol in place for <b>reporting back</b> to the intended users how the feedback was understood by project team and the actions taken as a result of feedback received?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
<b>Learning and sharing the findings of the CFRM</b>				
Is there a tool (or template) for staff (project management team and M&E) to document learning emerging from CFRM feedback received?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
<b>Monitoring the CFRM</b>				
Is there a staff responsible for monitoring: a) the use of different feedback channels? b) the use of different channels by different groups (as per gender, age, disability and any other protected characteristics)? c) the frequency of use by intended users?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
Are there specific CFRM reporting requirements in the narrative report?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
Is there a specific section in the narrative report to report back results against the CFRM logframe indicators?		Yes <input type="checkbox"/>	Partially <input type="checkbox"/>	No <input type="checkbox"/>
<b>CFRM at organisational level</b>				
Are CFRMs project specific or is it an approach embedded into the CO's MEAL or accountability practice? (open ended response)				
Is the staff responsible for CFRMs a dedicated project specific staff or is the role overarching all CFRMs at the organisational level? (open ended response)				

### Observations, Recommendations and Management response

Observations	Recommendations and next steps	Management response. <i>Please state how you are planning to address this recommendation</i>