WHAT IS THIS TOOL?

This is an example questionnaire for sharing the main highlights that organisations see in their feedback data. It can be used within an organisation (for example, for district offices to share their main findings with their colleagues in the headquarter) and in inter-agency settings (for example, for members of working groups who would like to share the main highlights from their respective feedback mechanisms).

The questionnaire does not aim to gather complete or representative data on the views of communities for the respective period. Still, it can highlight issues that were heard through different channels and guide the discussions of how to address community feedback.

WHY DO WE NEED THIS TOOL?

It is vital to be aware of the main trends and highlights in community feedback data to turn your attention to the most relevant and urgent issues and find ways to address them. Often, in crises, multiple offices or organizations will set up their own feedback mechanisms, but there is not often a clear way to share this information in an accessible and regular way. Sharing raw data can be overwhelming and potentially sensitive, but few offices will have the capacity to prepare comprehensive feedback reports with all of their partners.

One option in the middle is to set up a common survey that all offices or organizations collecting feedback can use to share the most important highlights with each other on a regular basis. In situations where there is an urgent need to prioritise action to address community feedback across agencies, this questionnaire can be used for partners to share their main highlights simply and rapidly.

HOW SHOULD IT BE USED?

This questionnaire can be adapted to a specific context and be set up on a simple online survey application, eg. [Kobo Toolbox](https://kobo.humanitarianresponse.info/accounts/login/?next=%2F%23%2F#/). See the words highlighted in yellow that will have to be adapted for each case.

This survey can be shared with all partners or offices collecting community feedback using their specific tools and approaches on a regular basis (eg. every two weeks or once a month). The results can then be collected by an assigned focal point, who will analyse the submissions and prepare a simple presentation of the most common topics. This presentation can then guide the discussions of the relevant team or working group. The results can be categorised using the [community feedback analytical framework.](https://docs.google.com/spreadsheets/d/10mp4MFCizRsG3M3IuzPI_0SEYStCD25Y?rtpof=true&authuser=evaelisabeth.erlach%40gmail.com&usp=drive_fs)

EXAMPLE QUESTIONNAIRE:

***Introduction:***

*A key priority of the [name the coordination group] is to analyse, share and encourage action on the most frequent trends in community feedback data collected across the [name response and location]. This working group/our department will collect the main trends and priorities in community feedback from agencies/offices and then collate and share an overview of the most frequent and/or pressing topics, including preliminary recommendations on what action should be taken and by whom.*

*Please complete this form once every [no. of weeks or months] to share the most common or important community feedback trends identified in your feedback data. This will help us to identify key areas of concern and what steps can be taken to address them.*

***Which [office/organisation] are you working for?***

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***What is your name?***

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Please share your email address in case any clarification is needed.***

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Please share your phone number in case any clarification is needed.***

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Which channels did you use to receive community feedback in the last month?***

* Field Monitoring
* Field social mobilisation activities
* Key informant interview
* Structured interview
* Community meeting
* Household visit
* Email
* Messaging apps
* SMS
* Chatbot
* Social Media
* Interactive Show
* Interactive Voice Response
* Voice/video recorder
* Call Centre
* Helpdesk/Information Center
* Feedback box
* Letter
* Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Copy and paste the questions below to provide the opportunity of providing several highlights. It is recommended to provide the option of sharing 3-5 highlights]*

***1. What is one of the most common or important community feedback topics you are seeing in your data? Please describe the topic in a few words.***

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***1.A*** *Please provide a sample quote if possible:*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

***1.B*** *Please specify the [relevant administrative level] where you primarily received this feedback.*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

***1.C*** *If possible, please specify the demographic group you have primarily heard this comment from,*  *(for example young people, elderly, people with existing illnesses, migrant/refugees, people with disabilities, or other).*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

***1.D*** *Have you taken any action based on the feedback or are you planning to do so?*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

***1.E*** *What would you recommend to the relevant stakeholders of the response/to the relevant teams to address this feedback?*

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***1F*** *Is this highlighted feedback included in a report that you would be able to share? If yes, please upload or share via email*

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***