WHAT IS THIS TOOL?

This tool helps to structure the process of agreeing on roles and responsibilities for everyone involved in a feedback mechanism. It helps you to identify the necessary human resources, other resources and trainings needed for people to carry out their roles effectively. This is vital for ensuring your feedback cycle will be complete and adequately resourced and everyone involved will be clear about what is expected from them.

HOW TO USE THIS TOOL?

The table below should be filled out during discussions with key members of your organisation, including leadership, technical leads, colleagues working on protection, gender, inclusion and other cross-cutting areas, community engagement staff, etc. This is best done during a workshop or a dedicated meeting.

Mapping and agreeing on roles and responsibilities:

1. Go through columns 1,2, and 3 to review the steps of the feedback cycle and the suggested tasks. Edit, add or take out tasks where necessary.
2. Go through column 4 and discuss who should be the person leading on the task. Add the title/position once agreement has been reached.

Mapping and agreeing on resources needed:

1. For each of the tasks, go through columns 5 to 7 to discuss and document what kind of support and resources will be needed to execute all tasks.
2. Share the final document for review with any stakeholders who might not have been part of the process and make sure it is accessible to everyone involved in the feedback mechanism

Keep some of the following considerations in mind for each step of the feedback cycle:

* Who is already doing this work?

One of the reasons for mapping the information flow was to identify who is already doing what and where information is already going. It is often quicker, more effective, and more sustainable to build on what is already happening in the organisation.

* Who has the capacity to fill gaps and/or reinforce what is already happening?

Certain steps of the feedback cycle may not be covered currently in the organisation or may be covered by someone who is stretched thin and overwhelmed. It is helpful to think through who can fill which gaps and who can play a role that can make a step more effective or efficient. Remember that capacity can include technical expertise, language skills, available time, etc.

* Who can play an enabling or supporting role?

For every step in the feedback cycle, there are actions that other people in the organisation can carry out to make that step easier and/or more effective. This could include leadership creating a supportive environment for taking action in response to community feedback or human resources ensuring that onboarding training includes skills related to community feedback.

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| 1. **STEP OF THE FEEDBACK CYCLE** | 1. **TASKS** | 1. **TIME FRAME**   *How often will this task be executed? Within which timeframe?* | 1. **LEAD**   *Who will be responsible to lead on this task?* | 1. **HR NEEDS**   *Who else should be involved? For how long? How many people? At what percentage of their time?* | 1. **RESOURCES**   *What material/ financial support will they need?* | 1. **CAPACITY BULDING**   *What kinds of trainings will be needed?* |
| **Design of a feedback mechanism** | Building buy-in with leadership and staff | As soon as the discussion start | *For example: Community engagement and accountability (CEA) lead* | *For example: Will require two-hour session with SMT, a one-hour “brown bag lunch” with general staff* | *For example: Feedback Kit, refreshments for “brown bag lunch” session* | *For example: No trainings, but will require focal point to put together briefings on feedback mechanism* |
| Discussing the mechanism with diverse groups of the community | *For example: Within first month* | *For example: CEA lead* |  |  |  |
| Planning the mechanism by mapping the stakeholders and information flow, agreeing on roles and responsibilities and identifying resources and support | *For example: Within first month* | *For example: CEA lead* |  |  |  |
| Designing or adapting data collection tools and processes | *For example: Within first month* | *For example: Information Management (IM) officer, Planning, Monitoring, Evaluation & Learning (PMER) officer,* |  |  |  |
| Facilitating briefings and trainings on the importance of feedback | *For example: Within second month* | *For example: CEA lead* |  |  |  |
| Facilitating trainings on data collection | *For example: Within second month* | *For example: CEA officer, IM officer* |  |  |  |
| Facilitating trainings on feedback analysis | *For example: Within second month* | *For example: CEA officer, IM officer* |  |  |  |
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| **Collection of community feedback** | Receiving and recording community feedback, and providing an initial response where possible | *For example: Regular recording during health promotion activities (3 times a week)* | *For example: staff and volunteers during regular activities, hotline operators, staff and volunteers dedicated to feedback collection* |  |  |  |
| Sharing and updating a Frequently Asked Question (FAQ) document | *For example: one a month* | *For example: CEA officer* |  |  |  |
| Supervision of the data collection process | *For example:*  *During data collection (3 times a week)* | *For example: team leaders, IM officer, PMER officer* |  |  |  |
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| **Consolidation and prioritisation** | Handing over feedback forms (if forms are used) | *For example:*  *At the end of each data collection day (3 times a week)* | *For example: team leaders, staff and volunteers recording feedback* |  |  |  |
| Entering of the feedback into the feedback database (if applicable) | *For example:*  *Within one day after receipt of the forms* | *For example: staff or volunteers tasked with data entry, CEA officer, IM officer, M&E* |  |  |  |
| Consolidation of the feedback from different locations in one central database (if applicable) | *For example:*  *Once a week* | *For example: IM officer, PMER officer* |  |  |  |
| Review and cleaning of the feedback data | *For example:*  *Within one day of data entry* | *For example: IM officer, PMER officer, data entry officers* |  |  |  |
| Referral of feedback cases which require individual action | *For example:*  *Sensitive and critical data: immediately, latest within 24h*  *Programmatic/operational feedback requiring action: latest within 2 days* | *For example: CEA lead* |  |  |  |
| Sharing feedback on the data collection process with data collectors | *For example:*  *Within one week after data collection* | *For example: CEA officer, IM officer, PMER officer* |  |  |  |
| Translation of feedback comments (if applicable) | *For example:*  *Within one week after cleaning of the data* | *For example: Dedicated translator* |  |  |  |
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| **Analysis** | Compiling data from different locations, channels or sources | *For example:*  *Once a week* | *For example: CEA officer, IM officer, PMER officer* |  |  |  |
| Grouping feedback comments to identify common themes and patterns (by coding it or grouping it more informally) | *For example:*  *Once a week* | *For example: CEA officer, IM officer, PMER officer* |  |  |  |
| Exploring the coded data and disaggregating it | *For example:*  *Once a week* | *For example: CEA officer, IM officer, PMER officer* |  |  |  |
| Triangulating the data with other information sources | *For example:*  *Once a week* | *For example: CEA officer, IM officer, PMER officer* |  |  |  |
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| **Sharing & Action** | Identifying a suitable format for presenting feedback findings | During design stage, within first month | *For example: CEA lead, IM officer, PMER officer* |  |  |  |
| Packaging feedback in information products | *For example:*  *Updating dashboard once a week*  *Preparing a feedback report/newsletter/ digest once a month* | *For example: CEA officer, IM officer, PMER officer* |  |  |  |
| Sharing feedback with different stakeholders | *For example:*  *Sharing feedback data with regional office one a week*  *Sharing feedback highlights with inter/agency feedback working group once a month* | *For example: CEA lead, technical leads* |  |  |  |
| Discussing feedback | *For example:*  *Discussing feedback in every weekly internal coordination meeting*  *Discussing feedback trends in every weekly meeting with volunteers*  *Discussing feedback trends in the IA feedback working group meeting (once a month)* | *For example: operations manager, project manager, technical leads* |  |  |  |
| Setting up a central document for documenting recommendations and monitoring action | During design stage, during first month | *For example: CEA officer, IM officer, PMER officer* |  |  |  |
| Documenting recommendations and monitoring action | *For example:*  *Updating internal action tracker during weekly internal coordination meeting* | *For example: operations manager, project manager, technical leads* |  |  |  |
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| **Closing the loop** | Closing the loop internally | *For example:*  *Going through action tracker during each coordination meeting*  *Discussing any updates*  *during the weekly meeting with data collectors* | *For example: CEA officer, IM officer, PMER officer* |  |  |  |
| Closing the loop with community members | *For example:*  *With the broader community:*  *During data collection*  *During interactive radio shows (once a week)*  *Directly with the feedback provider where necessary:*  *Within 7 days once an action has been taken* | *For example: staff and volunteers in regular contact with communities, technical colleagues* |  |  |  |
| *Documenting closing the loop* | *For example: at the end of the week, noting in feedback tracker which pieces of feedback have been responded to* | *For example: staff and volunteers in regular contact with communities, technical colleagues* |  |  |  |
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| **Review & adaptation** | Review who you are hearing from | *For example:*  *Reviewing the demographic characteristics of the feedback providers in the dashboard* | *For example: IM and CEA officer, PMER officer* |  |  |  |
| Seeking feedback from staff and volunteers on the mechanism | *For example:*  *Short online survey with staff*  *Discussion in the internal* coordination *meetings and volunteer meetings on a quarterly basis* | *For example: CEA officer* |  |  |  |
| Seek feedback on the mechanism from community members | For example:  *Conduct focus group discussions with community members on a quarterly basis* | *For example: CEA officer* |  |  |  |