

Annex 2: Feedback Form

To record feedback and complaints of community members
**All information should be dealt with in a confidential manner.*

Country

Organization

Project name

Name of staff recording feedback

Territory/County

Village

Name of community member*

Date

Gender Male Female Unknown

Age Child (<18) Young person (18-35) Adult (>35) Unknown

Disability Yes No Unknown

Feedback channel (phone, community meeting, etc)

Means of contact to provide response:

Topic of the complaint

Short description of the feedback/complaint:

Please tick the relevant category:

- 1. Request for Information
- 2. Request for Assistance
- 3. Minor Programmatic Complaint
- 4. Major Programmatic Complaint
- 5. Breach of Help a Child Integrity Policy
- 6. General feedback/ Out-of-scope/ other
- 7. Positive feedback

Response:

- 1. Apologize
- 2. Corrective decision/action
- 3. Provide an explanation
- 4. External referral
- 5. Provide goods/services
- 6. Provide information
- 7. Change policy
- 8. Drop the request/complaint
- 9. Other
- 10. Acknowledgement/ thanksgiving/ appreciation

Priority: High Medium Low

Short description of the feedback/complaint:

Response provided to complainant?

- Yes
- No

Please explain how:

Response from Complainant:

Is the issue resolved?

- Yes
- No

Is the issue closed?

- Yes
- No

If not, please explain:

If not, please explain:

Date when the issue was closed:

Nr of days until resolved: