



Help a Child CBCFM Reflections Guidelines

1. Introduction

The community-based complaints and feedback are collected every six months and submitted to the global office. This data provides valuable insights for improving our programming. At the global office, the PMEAL Coordinator analyzes the data and shares the findings with the MT.

To ensure learning and adaptation, the country office organizes bi-annual reflection sessions with its partners (or implementing staff) to discuss the collected complaints and feedback. During these sessions, teams should review the trends, how complaints have been addressed, and how project activities have been adjusted in response to the feedback. Reflection sessions should be held for all projects, and they may be conducted virtually.

2. Reflection Report

Following these sessions, a report should be written to reflect on the reflection sessions and submitted to the PMEAL Coordinator.

The following should be reported on:

1. Was all the feedback received from the community **reported** in the data sheet?
2. Was the partner able to **follow up** on the feedback **on time**?
 - a) If not, what was the reason?
 - b) What was the average time to close a complaint?
3. Was the partner able to **follow up** on the feedback **correctly**?
 - a) If not, what was the reason?
4. Does the partner staff feel **equipped** to deal with the feedback?
 - a) If not, what is needed to equip the staff?
5. What **serious issues** were reported and how were they dealt with and within what time?
6. What **programmatic issues** were reported and how were they dealt with and within what timeframe?
7. How did the collected complaints and feedback data **inform decision-making**?
 - a) What changes were made in the project, following the feedback and complaints?
8. What **actions** have been taken in the **last six months** to **improve** the complaint and feedback mechanism?
 - a) Name the plans from the last CBCFM reflection report and mention what actions have been taken in the last six months.



9. What concrete **actions** will be taken in the **next six months** to further **improve** the complaint and feedback mechanism?

3. Reporting

- Please make sure **all questions are addressed** in the reflection report. If a question is not applicable, for example, if no actions were taken in the past six months, do not skip it. Instead, briefly explain that no actions were taken and why.
- The reflection reports should be **submitted together with the (bi-)annual reports and CBCFM data**. Please ensure that the reflection sessions are scheduled on time. Any delays should be communicated in advance.
- The reflection sessions should be held for **all projects**, but they can be combined into a single report.
- The report should be no longer than 6 pages.

