DESIGNING AND IMPLEMENTING JOINT FEEDBACK MECHANISMS

OPTION D: CLOSELY COORDINATED FEEDBACK MECHANISMS

Option D involves the following elements:

Common **entry points** for feedback and complaints	Common **feedback and complaint categories**	Joint **database**	1. Coordinated **frequently asked questions (FAQs)**	2. Coordinated **referrals**
Joint **coordination**	Joint **quality assurance**	Joint **reporting**	Joint **monitoring** of community satisfaction	3. Joint **awareness raising**

1. COORDINATED FREQUENTLY ASKED QUESTIONS (FAQs)

In order to achieve a **high first contact resolution rate**[1], both agencies and any other relevant partners should continuously **keep each other's responses to frequently asked questions up to date** by regularly reviewing them and sharing updated information.

Coordinating answers to frequently asked questions helps **reduce the need to refer feedback and complaints to internal or external focal points** who will then have to invest time to follow up on these referrals.

2. COORDINATED REFERRALS

Incoming **feedback and complaints** that are linked to another organisation's programmes will have to be **referred and followed up on systematically**.

WFP, UNHCR and any other relevant partners will have to agree on the **referral processes**, **focal points**, **response timeframes**, **what information will be shared** for what kind of referral, and **how the feedback loop will be closed** to ensure that responses are systematically provided to feedback mechanism users.

Particular attention will have to be paid to how and to whom **sensitive complaints** (including fraud, corruption, security issues, gender-based violence (GBV), and sexual exploitation and abuse (SEA) by humanitarian or development workers) will be referred.

Sensitive complaints should be referred only to **focal points that have the appropriate skills and capacity** to follow up, fully taking into account protection concerns[2]. Moreover, it will be important to check if a local Protection from Sexual Exploitation and Abuse (PSEA) network or similar AAP-related coordination structure has already come up with relevant SOPs and referral pathways and to build on what's already in place.

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[1] The *first contact resolution rate* is the percentage of incoming feedback and complaints that are addressed on the spot, without the need for a referral. It should be noted that if a mechanism has been set up with the aim of dealing with sensitive complaints, a high first contact resolution rate should not be an objective. However, for more general feedback mechanisms, a high first contact resolution rate is desirable as it takes time and other usually limited resources to follow up on referrals. What's most important is to ensure that all questions, feedback and complaints are treated with the attention they deserve and that appropriate responses are provided systematically.

[2] When dealing with the referral of sensitive complaints, the feedback mechanism user as well as the accused must be protected from any harm, including possible retaliation, while the situation is being investigated and until appropriate action is taken. Also note that persons who receive sensitive complaints are at risk of secondary trauma and should therefore have access to appropriate support services.

Referrals should also be systematically shared with and received from **cooperating/implementing partner feedback mechanisms, financial service provider (FSP) customer service or other inter-agency feedback mechanisms** as relevant.

If WFP and UNHCR are using separate databases for feedback data, referrals should be shared directly with the other agency's database by **linking the two databases through an API** (a computing interface which defines interactions between multiple software intermediaries) where possible. This requires mapping the data fields that each agency is using to understand how key data fields can be linked.

Should using an API not be possible, focal points of the two agencies could also be given direct but limited access to each other's data system to facilitate follow-up on referrals. As a third option, Kobo (for UNHCR's proGres) and MoDa (for WFP's SugarCRM) could be used to record referrals and follow-up actions in each other's data system.

3. JOINT AWARENESS RAISING

Raising awareness of the existing feedback mechanisms' purpose and functioning, how to access them, people's rights (including data rights), the expected behaviour of staff, etc. should be done jointly for the **same community members** (including host communities).

This includes the development of a **joint community engagement strategy** which, among other things, details the key messages and communication channels to be used to reach all key stakeholders, including the most vulnerable (women, illiterate people, older people, people with disabilities, minorities, etc.).

Monitoring data, e.g. from post-distribution monitoring, should be used to better understand where there are **information gaps** among community members to **adapt and improve** existing **communication channels** and **key messages**.