



TOOLKITS FOR ADDRESSING PSEA

TOOLKIT F

EXAMPLES OF FEEDBACK
FORMS



Global Affairs
Canada

Affaires mondiales
Canada



F) EXAMPLES OF FEEDBACK FORMS

FOREWORD

This toolkit aims to provide your organization with feedback forms for the Prevention of Sexual Exploitation and Abuse (PSEA) programs. The two documents gathered here were produced by different organizations and have been selected among the Digna database. The documents are samples of feedback forms and might be used as examples for each organization to develop their own materials regarding PSEA.

The forms listed here regard different groups of people. The one developed by Inter-Agency Standing Committee (IASC) – document 1 in this toolkit – is related to the communication with the victim/complainant, whereas

the ones provided by Regional Safe Spaces Network / UNHCR – document 2 in this toolkit – regard broader groups of interested populations.

Digna is committed to provide your organization with clear and useful tools. We hope they will help your work while developing PSEA feedback forms that take into consideration both the survivors and the larger groups involved in the organizations' programs.



LIST OF DOCUMENTS

1

Feedback Form: Communicating with the Victim/Complainant – Inter-Agency Standing Committee (IASC), Global Standard Operating Procedures on Inter-Agency Cooperation in Community-Based Complaint Mechanisms, May/2016, Annex 4 pp. 106-108.

2

Feedback forms for consultation with concerned populations in PSEA and community-based complaint mechanisms – Regional Safe Spaces Network / UNHCR, Regional Toolkit for Protection from Sexual Exploitation and Abuse, Sexual Harassment (PSEA/PS) and Inter-Agency Community-Based Complaint Referral Mechanism in the Americas, 2019, pp. 73-77.

USEFUL

- to develop a PSEA Policy and Code of Conduct (ANC 03-20: Breakout Session 2)
- to reach partners and beneficiaries (ANC 03-20: Breakout Session 3)
- to process a disclosure (ANC 03-20: Breakout Session 5)

ANC = Annual National Conference



DOCUMENT 1

FEEDBACK FORM: COMMUNICATING WITH THE VICTIM/COMPLAINANT

INTER-AGENCY STANDING COMMITTEE (IASC), GLOBAL STANDARD OPERATING PROCEDURES ON INTER-AGENCY COOPERATION IN COMMUNITY-BASED COMPLAINT MECHANISMS, MAY/2016

Generic Feedback Form Communicating with the Victim/Complainant

Date complaint brought to CBCM: _____

Date of CBCM's first contact with victim/complainant: _____

Services:

Victim/complainant referred for assistance services? Yes / No

If Yes, which:

Security [date] ;

Medical [date] ;

Legal [date] ;

Mental Health / Psychosocial [date]

Information communicated to victim/complainant before being referred for assistance services: _____

Information given by: [name; agency]

Date: _____

Victim/complainant's reported satisfaction with referral and services provided: [date]

___ Highly Satisfied

___ Satisfied

___ Could improve

___ Not satisfied ___

Additional comments: _____



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FEEDBACK FORM: COMMUNICATING WITH THE VICTIM/COMPLAINANT

INTER-AGENCY STANDING COMMITTEE (IASC), GLOBAL STANDARD OPERATING PROCEDURES ON INTER-AGENCY COOPERATION IN COMMUNITY-BASED COMPLAINT MECHANISMS, MAY/2016

Referral to Agency:

Date CBCM referred complaint to agency: _____

Date CBCM notified victim/complainant: _____

Information communicated to victim/complainant at the time of allegation referral to investigating agency: _____

Information given by: [name; agency] _____ Date: _____

Agency acknowledged receipt of allegation: [date / agency name]

Victim/complainant notified of receipt: _____ By Agency; _____ By CBCM;
Date: _____

Agency communications with victim/complainant (if known): [may include: When/whether an investigation has commenced, or that the complaint was determined an insufficient basis to proceed; When the investigation concluded; The outcome of the investigation] _____

Victim/complainant reported satisfaction with complaint handling: [date]

___ Highly Satisfied

___ Satisfied

___ Could improve

___ Not satisfied ___

Additional comments: _____



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INTER-AGENCY STANDING COMMITTEE (IASC), GLOBAL STANDARD OPERATING PROCEDURES ON INTER-AGENCY COOPERATION IN COMMUNITY-BASED COMPLAINT MECHANISMS, MAY/2016

Follow-up:

Any follow-up communications with the victim/complainant: [date] _____

Information given by: [name; agency]

Any follow-up communications with the victim/complainant: [date] _____

Information given by: [name; agency]

Any follow-up communications with the victim/complainant: [date] _____

Information given by: [name; agency]



FEEDBACK FORMS FOR CONSULTATION WITH CONCERNED POPULATIONS IN PSEA AND COMMUNITY-BASED COMPLAINT MECHANISMS

REGIONAL SAFE SPACES NETWORK / UNHCR, REGIONAL TOOLKIT FOR PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE, SEXUAL HARASSMENT (PSEA/PS) AND INTER-AGENCY COMMUNITY-BASED COMPLAINT REFERRAL MECHANISM IN THE AMERICAS, 2019

TOOLS

TOOL A: INTRODUCTORY PARAGRAPH

** General guidance that should be contextualized and adapted to use as an introductory briefing for the consultation group.*

My name is _____ and this is my colleague _____. I work for _____ and she/he works for _____. [Introduce your role, your agency etc. if not known. Ask for names and any other basic information you would prefer].

We have invited you here today to ask for your feedback on how we can improve our services to you. We want to improve the ways we communication on important issues with you. And how we can set-up clear and confidential ways for you to raise any questions or concerns that you have about our work or about the way our personnel behave in their work and when delivering services.

There can sometimes be situations where personnel do not act in the way that is expected of them by their agency. Humanitarian workers, personnel and service providers have strict rules of behaviour which must be followed. [Using the IASC 6 Basic Standards for PSEA² clearly explain what the rules of behaviour/conduct are and what is prohibited by service providers. Explain that personnel are dismissed if they do no conduct in the right way or do wrong. This includes: any humiliating, degrading or exploitative behaviour; any form of exploitation and abuse (including sexual) of a member of the concerned population; sexual activity with children; any exchange of money, jobs, goods or services for sex or sexual favours; sexual relationships between personnel and concerned population. Explain that personnel are obliged to report any suspicions/incidents of wrong-doing by any personnel from any service provider. Explain rules of confidentiality are respected at all times].

We want to make sure that you have ways of communicating with service providers, which are best, safe and confidential for you. Your feedback is important to us, so that we set-up ways to communicate on these sensitive issues that will work best for you and in your situations. Our intention is to ensure that you can raise a concern or report incidents at any point to the most relevant personnel, and from any service provider, and that you receive a clear response safely and confidentially.

Your participation is completely voluntary and don't feel that you must answer questions that you are not happy to do so. We would like to have a general discussion and we will not ask for your specific stories or names. If at any time you would like to ask us something individually then please see either of us the end of the meeting.

Other than our discussion and the information that we will share with you regarding the issues we discuss, there are no other direct benefits related to this meeting.

We will keep this conversation confidential, and we will treat everything that you say today with respect, and we will only share the answers you give as general responses. We ask that you also keep everything confidential and private to this discussion in this space.

Is it ok if we take some notes to record the main points of our conversation?

We expect our discussion to last for at most an hour.

Do you have any questions before we begin?

2. <https://interagencystandingcommittee.org/principals/documents-public/iasc-six-core-principles-relating-sexual-exploitation-and-abuse-2002>



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REGIONAL TOOLKIT
for PSEA/SH and Community-Based Complaint and Referral Mechanism in the Americas

TOOL B: GUIDING QUESTIONS AND RESPONSE FORM

* Use form can be used to record feedback given during each consultation group.

Country: _____ **Location of consultation:** _____

Date: _____ **Facilitators names:** _____

Type of group/persons (i.e. women, girls, men, boys, others, older people, age, leaders, people with diverse capacities and SOGI etc.): _____

Total Number of participants: women:____ men:____ girls:____ boys:____ others:____

Status of people (i.e. indigenous, refugees, IDP): _____

The following are guiding questions and facilitators may use different words adapted to the context and background of the population and community to discuss the different topics:

GUIDING QUESTIONS	RESPONSES
<p>First ask general questions to enquire about what service providers/agencies they have contact with and what services are being provided in their area. Ask a few general questions regarding their current situation to open up the conversation.</p>	
<p>Questions 1 - 11 relate to how people raise concerns or complaints about personnel to service providers:</p>	
<p>1. For you, what are the best / clearest ways that announcements are made, and information is shared with you by service providers about their work and the services? What works best and is clear for everyone? Examples: posters, face to face, radio, visual leaflets, through conversation etc.</p>	
<p>2. In what ways could communication materials /methods be made better, clearer for you in your current situation?</p>	
<p>3. In terms of the provision of services: What do you consider to be unfair/bad/not good provision of services in your experience? (explore what is expected from the services provided and of service providers)</p>	
<p>4. If you experience unfair/bad/not good service provision from a service provider, who would you raise a concern or submit a complaint to? (If people say that they wouldn't raise complaints it is important to explore a different word i.e. report, denouncement etc. that they relate to. You can use the next step of questions about how people raise issues within the community to facilitate a conversation on this)</p>	
<p>5. How do you expect service provider personnel to behave in their work with you and when providing services to you? (explore what behaviour is expected of personnel of service providers)</p>	



DOCUMENT 2

FEEDBACK FORMS FOR CONSULTATION WITH CONCERNED POPULATIONS IN PSEA AND COMMUNITY-BASED COMPLAINT MECHANISMS

REGIONAL SAFE SPACES NETWORK / UNHCR, REGIONAL TOOLKIT FOR PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE, SEXUAL HARASSMENT (PSEA/PS) AND INTER-AGENCY COMMUNITY-BASED COMPLAINT REFERRAL MECHANISM IN THE AMERICAS, 2019

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GUIDING QUESTIONS	RESPONSES
<p>6. If you experienced a situation where personnel of service providers did not behave in this way and you experienced misconduct from service providers, what can you do, who would you raise a concern or submit a complaint to?</p>	
<p>7. Do you consider these ways to submit complaints to be confidential? Do you prefer to submit complaints in an anonymous way? If so, why?</p>	
<p>8. How would you prefer to submit a complaint to service providers in your area? Examples: in writing (complaint box, letter); face-to-face discussions; by phone; through another family member; through community gatherings; online tools; social networks; e-mail; Other ways, please explain</p>	
<p>9. What would you expect to happen upon the submission of the complaint?</p>	
<p>10. What would prevent you, or other people you know, from submitting a complaint to a service provider?</p>	
<p>11. Are there any safety and security risks for you or other members of the community who submit a complaint? Which ones?</p>	
<p>12. How would you prefer to receive feedback from service providers about your complaint? Examples: in writing (complaint box, letter); face-to-face discussions; by phone; through another family member; through community gatherings; online tools; social networks; e-mail; Other ways, please explain</p>	
<p>13. Who would you prefer to provide feedback/respond to you about your complaint?</p>	
<p>14. What would you change in the current way that complaints are submitted and responded to by service providers?</p>	
<p>15. Are there any types of complaints that you would never recommend submitting to anybody?</p>	<p>If yes, which types of complaints and why?</p> <p>If yes, what do you think that should be changed so that this type of complaints can also be submitted and responded?</p>

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DOCUMENT 2

FEEDBACK FORMS FOR CONSULTATION WITH CONCERNED POPULATIONS IN PSEA AND COMMUNITY-BASED COMPLAINT MECHANISMS

REGIONAL SAFE SPACES NETWORK / UNHCR, REGIONAL TOOLKIT FOR PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE, SEXUAL HARASSMENT (PSEA/PS) AND INTER-AGENCY COMMUNITY-BASED COMPLAINT REFERRAL MECHANISM IN THE AMERICAS, 2019

REGIONAL TOOLKIT
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GUIDING QUESTIONS		RESPONSES
15. Are there any types of complaints that you would never recommend submitting to anybody?	How and to whom would you prefer to submit this type of complaint?	
	How and by whom would you prefer to receive feedback to this type of complaint?	
16. If the person who receives the complaint is not able to help you, would you like your complaint to be referred to those who can deal with it upon your consent and with confidentiality? If yes, please explain why? If no, please explain why?		
17. In your view, what would be the best way to provide this referral?		
Question 18 - 22: these can be used to facilitate discussion about how people raise issues, concerns, complaints within their communities/groups		
18. Are there certain people within your group/ community/situation that you can best speak to or report issues you experience with service providers and personnel? Who are they, what is their role?		
19. How would they usually deal with these issues/reports made to them? What would you expect to happen?		
20. How do they normally give feedback to you about the issue or report made?		
21. Are there any barriers faced by people to raise issues and complaints about service providers within your community/group? If so, what are they? (Do they feel that it is confidential, how; do they feel that there would be retaliation, don't think anything would happen etc.)		
22. Are there ways that these barriers could be removed, so that people can more easily raise concerns or make a complaint about service providers and personnel?		
END <ul style="list-style-type: none"> • Tie-up the discussion and thank participants for their time. • Explain again that their feedback is confidential and explain how you are to use the information given. 		



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TOOLS

TOOL C: CONSOLIDATED FEEDBACK FORM FOR PILOT COUNTRY

** This form can be used to consolidate and summarize feedback received from all the consultations with concerned population groups, in order to facilitate the analysis of the information gathered.*

Country: _____ **Location of consultation:** _____

Number of groups consulted: _____ **Number of individuals:** _____

Total numbers: F _____, M _____, Girls _____, Boys _____, People with diverse SOGI _____
 People with diverse capacities _____, Youth _____, Older people _____, Key informant _____

Status of concerned populations: _____

GUIDING QUESTIONS	RESPONSES
1. What are the common words used for 'complaint'?	
2. What are the common risks people face within their groups/communities?	
3. What common issues are faced by service providers and personnel?	
4. What barriers do people face to raise issues and what are the preferred ways to raise issues and deal with complaints in their communities?	
5. What ways/mechanisms are known to people to raise a complaint about service provision or personnel to service providers?	
6. What are the preferred ways to submit a complaint to service providers?	
7. What are the preferred ways to receive feedback from service providers about complaints?	
8. What are the preferred ways that referrals could be made between service providers?	
9. What are the main risks/barriers faced by people to making a complaint to service providers?	
10. What are preferred communication methods?	



TOOLKITS

This is a summary of the eight toolkits



A

EXAMPLES OF CODES OF CONDUCT - POLICY PROGRAMS

This toolkit contains eleven documents, which are samples of principles, guidelines and codes of conduct, and might be used as examples for each organization to develop their own recommendations regarding PSEA.

B

EXAMPLES OF RISK ASSESSMENT AND MANAGEMENT

This toolkit contains five documents, which are samples of useful tools to identify risk indicators and strategies to manage them, and might be used as examples for each organization to develop their own risk management systems.

C

EXAMPLES OF REPORT FORMS

This toolkit contains four documents, which are samples of report and referral forms, and instructions on how to proceed while processing a disclosure. They could be used as examples for each organization to develop their own forms regarding PSEA.

D

EXAMPLES OF FLOWCHARTS

This toolkit contains six documents, which are samples of visually-friendly diagrams. They could be used as examples for each organization to develop their own pathways regarding the procedures on PSEA.

E

EXAMPLES OF PSEA AUDIT AND SELF-ASSESSMENT - CONTACTS WITHIN THE ORGANIZATIONS AND PARTNERS

This toolkit contains seven documents, which are samples of contact lists and check-lists. They could be used as examples for each organization to produce their own call trees and self-assessment forms regarding PSEA.

F

EXAMPLES OF FEEDBACK FORMS

This toolkit contains two documents, which are samples of feedback forms. They could be used as examples for each organization to develop their own feedback materials on PSEA.

G

EXAMPLES OF MONITORING SURVEYS - EVALUATION TOOLS

This toolkit contains five documents, which are samples of monitoring surveys and evaluation tools. They could be used as examples for each organization to develop their own evaluation materials regarding PSEA.

H

EXAMPLES OF VISUALS

This toolkit contains four documents, which are samples of visual information materials. They could be used as examples for each organization to develop their own visually-friendly documents regarding PSEA.