FEEDBACK PROCESSING FLOWCHART

SENSITIVE FEEDBACK AND SUGGESTIONS

Share to

- Grade 5 (Fraud and Corruption) is handled by CD in coordination with the FRAUD focal person and country focal point (for fraud).
- country focal point (for fraud).

 Grade 6 (Safeguarding) is handled by CD in coordination with the PSHEA focal person.

CD can also assign other designated authorities DCD/PD/CoP to lead the cases in Grades 5 and 6, based on the need and priority. They will ensure that all complaints received via emails are responded to and closed.



Share to

- Grade 5 (Fraud and Corruption) is handled by Executive committee (CARE/ LNGO).
- Grade 6 (Safeguarding) is handled by Safeguarding focal person.

They will ensure that all complaints received via other channels except email are responded to and closed.



Respond and Close

Where possible and appropriate complainants are informed about the outcome of the feedback.



Segregate

All feedback is segregated into sensitive and programmatic feedback by the complaint handling focal person. Programmatic feedback is forwarded to the DCOP, Provincial Coordinator/ LNGO responsible for ensuring that all complaints are responded to and closed. All sensitive cases are forwarded promptly to the responsible person to prioritize support for the complainant.



Record feedback in a relevant logbook and entered in the DMEL MIS system. This includes feedback received via email which is recorded for documentation and further segregated accordingly.

Acknowledge

Inform the feedback provider that their issue has been received, provide information about the next steps, offer survivor-centric support and provide an approximate time frame for follow-up.









Collect Feedback

Receive and collect feedback through the use of multiple channels (e.g. email, suggestion box, feedback form and community feedback survey).



Promote

Raise awareness of and promote the scope of the feedback mechanism, purpose, and modalities available to receive feedback in a variety of formats.

PROGRAMMATIC FEEDBACK AND SUGGESTIONS



Grades 1-4:
PROGRAMMATIC NATURE (Quality,
Deliverables and Staff Behaviors)
Feedback or Complaints

FAM Focal Point

Grades 1-3

Handled by Partner: District lead and USAID ARH DCOP

Grade 4

Handled by Partner: Executive Committee and District lead; and USAID ARH COP, DCOP, SMT

Share to

DCOP, Provincial Coordinator/ LNGO who is responsible for ensuring that all complaints are responded to and closed



Respond and Close

Where possible and appropriate complainants are informed about the outcome of the feedback.

Note:

CARE ARH Country Office











