# **Lessons learned from setting up and running a feedback mechanism**

Some aspects of feedback mechanisms are very different from one context to another, but at times there are valuable lessons learned that other National Societies can use. In order to facilitate simple peer-to-peer learning and document lessons learned, use this document.

* Fill in bullet points for each section and send to [ombretta.baggio@ifrc.org](mailto:ombretta.baggio@ifrc.org) or fill in this google survey.
* Delete the examples in the template before using the document.
* Don’t worry if there are at times no solutions to fill in, i.e. some challenges can only be solved for instance by more resources, then try to think what could have been a solution in an ideal scenario.
* Use this document during the different steps of setting up and running a feedback mechanism, to document learning while it happens. Either fill the document a month after the mechanism is running or two weeks before you leave your position.
* For a whole CEA lessons learned workshop use tool 18 from the CEA toolbox.

**Country:**

**Date:**

**CEA focal:**

**Name of operation/programme:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Action** | **Process (what did you do?)** | **Challenge** | **Solution used/ proposed solution** | **Lesson learned** |
| **Getting internal buy-in** |  |  |  |  |
| **Finding out feedback preferences** | EXAMPLE: first tried to do an assessment (didn’t work – lack of budget), did focus group discussions instead | EXAMPLE: not enough resources to do assessment | EXAMPLE: used desk research and added 5 questions to initial needs and post distribution survey | EXAMPLE: lobby for CEA questions to be included at the beginning, with both sectors and IM and also look for partner organisations who could include questions. |
| **Volunteer training** |  |  |  |  |
| **Community data collection** |  |  |  |  |
| **Getting responses to community feedback/complaints from programme staff** |  |  |  |  |
| **Giving responses to feedback/complaints to community** |  |  |  |  |
| **Handling sensitive feedback/complaints** |  |  |  |  |
| **Analysing community data** |  |  |  |  |
| **Sharing community data internally or externally** |  |  |  |  |
| **Getting programmes adapted based on community feedback** |  |  |  |  |
| **Anything else** |  |  |  |  |