**Tool 1**

**Feedback and Complaints Categories**

This tool describes the key feedback and complaints categories and key actions to manage and respond to each type.

|  | **CATEGORY** | **DESCRIPTION** | **EXAMPLE** | **ACTION** | **COMMENTS** |
| --- | --- | --- | --- | --- | --- |
| **Programmatic feedback and complaints (information requests and programmatic)** | **1.  Request for information** | Questions about current project activities, services and eligibility, or about the organization. | When is the next distribution?  What were the criteria for receiving shelter assistance?  Does your organization only work with Catholic people?  Can I get a job with CRS? | Record and acknowledge.  Provide immediate answers if feasible.  If immediate answer isn’t feasible, request individual contact information if not provided and transfer to team for follow‑up as soon as possible, ideally within 1 week. | Common questions about project services and activities can be captured in a frequently asked questions (FAQ) sheet for easy reference. The FAQs and answers can be posted in local language(s) in communal spaces and should be updated to answer new questions as they arise. |
| **2.  Request for individual project support** | A request by an individual to receive project services that have not been supplied due to a potential targeting error or larger access issue. | I wasn’t included in the targeting list although I meet the criteria.  The tarp was missing from my shelter kit.  I can’t travel to the distribution site so how can I receive assistance? | Record and acknowledge.  To allow for follow‑up, request individual contact information if not already provided.  Transfer to relevant team for inquiry and response as soon as possible, ideally within 2 weeks. | Refers to issues that require individual follow‑up and fall within the project scope. Trends in this feedback should be considered in case larger issues of discrimination or communication are identified. |
| **3.  General suggestions for service and program improvements** | Feedback on relevance, quality and appropriateness of services and programming.  A request to change how support is provided in current or future projects. | We need cash grants with training in relevant skills to make a real difference.  The school uniforms should be red because blue is associated with the opposing political party.  The training materials should be translated into other languages. | Record and acknowledge.  To allow for follow‑up, request individual contact information if not already provided.  Transfer to relevant team for additional follow up, inquiry and response, ideally within 2 weeks. | Requires team review to determine whether it can be addressed in the current project or should inform future design. |
| **4.  Appreciation of services or support** | Appreciation of current activities or support provided. | Thank you for your help.  The school uniforms are of very good quality. | Record and acknowledge.  If possible, confirm with the individual that no response is needed. | Includes general appreciation of the team’s presence in the community or refers to specific aspect of support provided. |
| **5.  Complaints about services or support** | A complaint or expression of dissatisfaction about timeliness, appropriateness or quality of services or support. | The area around the latrines has poor lighting and women don’t feel safe going there at night.  The water vendor missed several deliveries to the community.  Your aid is going only to Christian communities which is unfair. | Record and acknowledge.  To allow for follow‑up, request individual contact information if not already provided.  Transfer to relevant team for additional follow‑up, inquiry and response within 2 weeks. | Teams may consider creating subcategories for dissatisfaction with current activities versus suggestions for additional or more relevant activities in the future. |
| **Sensitive** | **6.  Any alleged violation of the CRS Code of Conduct and Ethics or Safeguarding Policy** | An allegation of misconduct involving CRS staff (including interns, volunteers, partners, vendors and suppliers; or other aid workers). Includes:  Safeguarding issues  Harassment  Abuse or exploitation  Fraud or misuse of project resources  Unprofessional behavior | A CRS staff member is seeking personal favors from me in return for registration and assistance.  A field staff member has asked to marry my daughter.  A staff member was rude and yelled at me.  A volunteer arrived at the community event intoxicated. | Record and acknowledge.  To allow for follow‑up, request individual contact information if not yet provided and if person wants to be contacted. Inform the individual that someone will be in touch within 3 working days to follow up.  Escalate to the EthicsPoint / country representative (or designate) or staff safeguarding focal point Immediately (within a maximum of 24 hours)  Ensure confidentiality by limiting access to or removing personally identifiable information and details of the alleged incident from the FCRM data management system.[[1]](#footnote-1) | Following a report of a critical incident, particularly safeguarding incidents, survivors must be offered support to access key services that could aid in their recovery from the incident. It is important to have such information readily available as the timeliness of the referral can have a direct impact on the efficacy of the service provided.  Focal points designated by country representative must contact the survivor to confirm receipt of the case within 3 working days or sooner, depending on the gravity of the situation.[[2]](#footnote-2)  Appropriate referral for follow‑up and support will be determined by the CR or designate. Timeframe for action should reflect the gravity of the case.  To maintain confidentiality, no information about this issue should be shared with other staff.  For allegations that concern other aid workers, escalate to the CR who will notify concerned organization(s) to direct complaints through their own FCRM. |
| **Sensitive** | **7.  Other protection issues** | An allegation of exploitation or abuse that *does not* involve CRS staff, partners or other aid workers, or an allegation of protection concerns[[3]](#footnote-3) affecting the communities we support. This includes any reference to exploitation or abuse committed by, for example, a government official, schoolteacher, community member or family member. | I have heard a rumor that there is an increase in domestic violence in community that CRS supports.  My daughter has been molested by a member of an armed group. | Record and acknowledge.  Where possible, using the referral pathway, provide immediate information on available protection services relevant to the protection concern raised.  If immediate referral is not possible, request individual contact information if not yet provided and if person wants to be contacted.  Immediately forward to program manager with copy to the head of programming / emergency coordinator.  To maintain confidentiality, no information about this issue should be shared with other staff.  Ensure confidentiality by limiting access to or removing personally identifiable information and details of the alleged incident from the FCRM data management system.[[4]](#footnote-4) | If you are in doubt about whether the complaint received is in relation to a safeguarding or protection concern, follow the guidance under Category 6.  Follow up with the individual and provide any additional information on available. services and providers. Timeframe for referral should reflect the gravity of the case.  Head of programming and program manager should consider any actions needed at the program level to reduce or mitigate this risk.  HOP, in consultation with CR, decide on any additional action required (e.g., reporting to protection cluster).  Where possible, HOP to maintain log of protection incidents to track trends to inform future programming decisions and actions to enhance safety and dignity. |
| **8.  Safety and security concerns** | Information related to the safety or security of CRS staff, offices or goods; of partners or any humanitarian organization; or of the communities we serve. | Your convoy is being targeted for attack.  An armed group has taken our village.  There is a rumor that the office is going to be looted this week.  There is localized flooding and the road to the program site has been affected. | Record and acknowledge.  Immediately escalate to the CR or their designate for internal or external referral and follow‑up.  Ensure confidentiality by limiting access to or removing personally identifiable information and details of the alleged incident from the FCRM data management system.[[5]](#footnote-5) | To maintain confidentiality, no information about this issue should be shared with other staff.  Appropriate referral for follow‑up and support will be determined by the CR or designate. Timeframe for referral should reflect the gravity of the case. |
| **Other** | **9.  Out‑of‑scope feedback** | A request for support not provided by the project, or programmatic feedback on support provided by another actor.  No safeguarding violations or issues of protection from abuse or fraud are included in this category. | I have lost my goat; can you help me to find it?  I’d like to join the next government agricultural training but don’t know when it will be held.  Can you help me get a loan?  The quality of the food distributed by XYZ is not good. | Record and acknowledge the request.  Refer to other actors if feasible.  State that the request falls outside of the project’s scope, if no referral is possible.  Remind provider of the purpose and value of the FCRM for future use. | If possible, for reference, develop a referral map to identify what other actors are providing services. Teams may consider creating subcategories for referrals (versus other out‑of‑scope feedback) if a referral map is in place. |

1. .   
   Some data management systems, such as CommCare and YouTrack, will automatically limit access to personally identifiable information, and information related to the incident in the system. Others will require that staff manually remove this information in order to maintain confidentiality. [↑](#footnote-ref-1)
2. .   
   Gravity is often determined by assessing both the severity of the allegations as well as the impact or potential impact of the alleged conduct on the survivor. For example, sexual assault survivors often need to receive critical medical care within 72 hours of an assault, in order to reduce the likelihood of potential lifelong adverse consequences. Similarly, evidence indicates that, following a critical incident, expeditious access to psychosocial support can reduce the long‑term impact of the event/s on a survivor’s day‑to‑day functioning and well‑being.  [↑](#footnote-ref-2)
3. .   
   Protection concerns refer to situations of violence, discrimination or human rights violations that may affect members of a community. It can be a fact or just a rumor. For instance, refugees are increasingly being denied access to health facilities in one area, or you hear that many children are dropping out of school to participate in cash‑for‑work (CFW) activities proposed by different NGOs, or some women and girls have been attacked on a certain road. [↑](#footnote-ref-3)
4. .   
   Some data management systems, such as CommCare and YouTrack, will automatically limit access to personally identifiable information and information related to the incident in the system. Others will require that staff manually remove this information in order to maintain confidentiality. [↑](#footnote-ref-4)
5. .   
   Depending on the management structure and security context of the country program, some CPs may wish to remove any security‑related information entirely from the system while others may wish to maintain it in the system for greater accessibility to decision‑makers, i.e. where, for example, security management is more localized. [↑](#footnote-ref-5)