**Tool 10**

**FCRM Roles and Responsibilities Table**

This tool documents the key tasks and sub‑tasks for MEAL and program staff
associated with implementation of the FCRM.

t is important that each team adapt the content to reflect each FCRM (i.e. referring to responses for each FCRM channel). The table should also reflect the timing and frequency of key activities as noted in the project’s detailed implementation plan (DIP) and reference any support needs. The table should be created during start‑up and included as an annex in the FCRM standard operating procedures.

| **Tasks**  | **Primary responsible** | **Others involved** | **Timeline** | **Frequency** | **Support needed** |
| --- | --- | --- | --- | --- | --- |
| Receive feedback  |  |  |  |  |  |
| *Receive by channel 1* |  |  |  |  |  |
| *Receive by channel 2* |  |  |  |  |  |
| Acknowledge feedback  |  |  |  |  |  |
| *Acknowledge by channel 1* |  |  |  |  |  |
| *Acknowledge by channel 2* |  |  |  |  |  |
| Document feedback |  |  |  |  |  |
| *Document by channel 1* |  |  |  |  |  |
| *Document by channel 2* |  |  |  |  |  |
| Respond  |  |  |  |  |  |
| *Respond by channel 1* |  |  |  |  |  |
| *Respond by channel 2* |  |  |  |  |  |
| Escalate sensitive complaints |  |  |  |  |  |
| Refer feedback  |  |  |  |  |  |
| Support appeals process |  |  |  |  |  |
| **FCRM data management** |  |  |  |  |  |
| Establish data management platform |  |  |  |  |  |
| Maintain data management platform |  |  |  |  |  |
| De‑identify FCRM data |  |  |  |  |  |
| Archive FCRM data |  |  |  |  |  |
| **FCRM data use** |  |  |  |  |  |
| Review trends in feedback |  |  |  |  |  |
| Review trends in FCRM channel use |  |  |  |  |  |
| Review response rate |  |  |  |  |  |
| Prepare data visuals |  |  |  |  |  |
| Facilitate use of feedback data |  |  |  |  |  |
| **FCRM effectiveness** |  |  |  |  |  |
| Check satisfaction with FCRM |  |  |  |  |  |
| Conduct FCRM effectiveness checks |  |  |  |  |  |
| **Other**  |  |  |  |  |  |
| Other….. |  |  |  |  |  |
| Other….. |  |  |  |  |  |