**Tool 7**

**Establishing a Feedback and Complaints Registry**

This tool identifies the data fields needed in a registry for a feedback, complaints and response mechanism, and should be used during the development of the FCRM data management system.

**FCRM registry set‑up**

A feedback and complaints registry documents, stores and tracks feedback data by:

* Categorizing and analyzing incoming feedback data
* Sorting feedback data
* Tracking progress and changes in feedback, complaints and information needs
* Tracking responses to feedback
* Tracking satisfaction with the FCRM and the perceptions of CRS and partner responsiveness, etc.

Registries can be set up using Microsoft Excel spreadsheets or more sophisticated information management systems. Together with partners, determine the most feasible solution for data entry, tracking, analysis and reporting.

**What should be included in a feedback and complaints registry?**

Below are key categories that should be included. [Note: you will not be able to collect all the following information, especially if feedback was provided anonymously]. Additional categories should be added as needed.

**Consent to collect personally identifiable information**

Feedback provider’s consent to 1) document personally identifiable information (i.e., name and contact details) in order to contact them for further follow‑up; and 2) to share their contact information with another entity or organization to make a referral.|

**Reference number / unique identifier**

This is a number that allows CRS to easily track feedback and complaints from the system. Each feedback item should have a unique reference number. It is usually a series of numbers or a combination of numbers and letters that follow a predetermined sequence.

**Administrative information**

* **Name** of person giving feedback [or note if the feedback was provided anonymously].
* **Gender** and **age** or **age group**.
* Other **vulnerability** status (if known and relevant to the program context): disability, unaccompanied minor, member of single‑headed households, internally displaced person, etc.
* **Location** or **project** **site** where the feedback was collected.

**Feedback information**

* **Date received** when someone approached CRS to submit feedback, or date on which the feedback was retrieved through a channel such as a suggestion box, WhatsApp, etc.
* **Channel through which the feedback was received** (e.g. hotline, suggestion box, community meeting, SMS, help desk) and the name of CRS or partner staff who received the feedback.
* **Feedback/complaint description** exactly as communicated by the individual(s) providing the information including the timeframe and the details.
* **FCRM category** Relevant FCRM category using   *Tool 1: Feedback and complaints categories*.
* **Preferred means of follow‑up** such as by phone or returning to the location to update the individual. Then document the contact information, such as their phone number or address depending on their preferred means.
* **Acknowledgement** that the feedback/complaint was received. Yes/No

**Case management**

* **Program**/**project**/**service** **relevance** that the feedback relates to (if any)
* **Verification**/**investigation** **required** Yes/No
* **Lead point of contact** Staff member who oversees leading the investigation.
* **Response/decision** Staff member responsible for determining how to handle this feedback.
* **Date of decision requested** When feedback was shared with the decision‑maker.
* **Decision taken/status** Details on the decisions made or actions taken. Can use open/closed/referred to track
* **Resolution date** When decision was made.

**Response**

* **Response** **date** When response was communicated.
* **Response channel** How decision was shared.
* **Duration of resolution** Time from collection to resolution.