**Tool 8**

**Feedback and Complaints Collection Form**

This tool identifies key information to be documented through a face‑to‑face FCRM channel and should be adapted to the project context as needed.

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| **Feedback and Complaints Collection Form** |
| **Staff/volunteer name:** |
| **Location:** | **Date:** | **Item number:** |
| **Name of community member:** |
| **Gender**¨ **Male** ¨ **Female** ¨ **Other** | **Age\_\_\_\_\_\_\_\_\_\_ years** | **Mobile number/refugee ID or similar****\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| ***READ:*** This form collects personal information that can identify you, including your name, age, location, and phone number. This information allows us to reach you for further clarifications and to resolve the issue. Your personal information will remain confidential and will only be shared if it is absolutely necessary. You do not need to provide this information if you do not wish to, and you will still be able to give us your feedback. However, if you choose not to share your personal information, we will not have any way to contact you directly for further clarification on your feedback. Do you agree to share your personal information with the appropriate CRS or partner team member to help us better resolve your feedback?  |
| **Consent given to document individual contact information:** ¨ **Yes** ¨ **No** |
| **Feedback or Complaint***(Be sure to answer the following questions: Who? What? When? Where?)*  |
| **Feedback/Complaint category number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***(Refer to standard agency categories)* | **Is this a sensitive complaint (protection, fraud, etc.)?:** ¨ **Yes** ¨ **No** |
| **Feedback/Complaint acknowledged:** ¨ **Yes** ¨ **No** |
| **Answered directly upon receipt:** ¨ **Yes** ¨ **No** |
| **Referred to another NGO/UN Agency (indicate which one):** ¨ **Yes Referred to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |