RSH Webinar: Establishing and managing effective community and feedback mechanisms

Questions and Answers

1. **What methods are effective to use for CRM?**

There are different types eg suggestion boxes, phone lines, help desks, but to truly identify the effective CRM it is important to involve the community and find out from them what they prefer. It is also recommended to have diverse channels to be able to meet the different needs of the community.

2. **Thank you for the wonderful presentation. How can we address issues of conflict of interest, privacy in using existing community CFM mechanisms apart from organisational based?**

For conflict of interest, this needs to be declared and the person taken away from the investigation. Confidentiality is essential in the handling of responses. Staff/volunteers should be trained on the importance of promoting confidentiality and reporting only to the designated people and not gossiping and sharing with people who do not need to know about the report.

Further, find out from the community members if the available mechanisms are private and confidential enough for them. If not, make necessary adjustments/changes.

3. **Can we treat "feedback" to mean (complaint or any feedback) and Response differently?**

All complaints are feedback, but not all feedback are complaints. A complaint is an expression of dissatisfaction/grievance by an individual or a group, it is always negative and necessitates an action. A feedback is a positive or negative statement of opinion for information and not necessarily action, It could be positive or negative. Different organisations treat it differently. I and my organisation rather use feedback for two reasons 1. All complaints are feedback; 2. The term complaints is negative and tends to make people shy away or be defensive. Feedback on the other hand is subtle and more receptive by people.

The reports can be categorised into sensitive and non-sensitive and responded to accordingly.

4. How many compliant mechanisms' alternatives should be in place to effectively receive and manage the complaints ? What are the steps to make our CFM to be community Based ? Is there any other ways apart from community accountability assessment to make the CFM based on the interests of the community ?

The number depends on the organisation and what they can handle. Always ensure you involve different community groups to ensure that you develop channels that are relevant.

In addition, it is good to have a mix of proactive and reactive channels.