

FEEDBACK AND REPORTING MECHANISM GUIDANCE



Save the Children



Save the Children is committed to placing children and their communities at the centre of decisions we make about our work. Feedback and Reporting Mechanisms (FRMs) are one way that we can hear about the ideas and concerns of the children and communities we are working with.

This can help us to:

- **Improve** the quality of our programme design and implementation, making our work more effective, relevant, appropriate and sustainable;
- **Reduce** the risk of harm to children and other community members that might be caused by the behaviour of our own staff, implementing partners' staff, volunteers and other representatives or by the design of our activities, and respond swiftly to any concerns raised;
- **Support** children's right to have their voice heard in decisions that affect them;
- **Improve** our relationship with and acceptance by communities, helping us move towards working in true partnership with communities;
- **Reduce** the risk of fraud or of funds being used inefficiently;
- **Demonstrate** to our donors and other partners that we are able to deliver on quality processes such as accountability in programme design and implementation.

In recent years, Save the Children has made great progress in establishing Feedback and Reporting Mechanisms. However, reviews in many countries (in both development and humanitarian programming) have found that often our feedback and reporting channels are not accessible to children or deprived and marginalised groups (such as persons living with disabilities). In addition, sometimes we struggle to manage, analyse and present feedback data in a way that enables it to be used for decision-making and ensures that feedback data is kept safe. Sometimes Save the Children does not manage to “close the feedback loop” (informing children and adults of how their feedback has influenced Save the Children's work, what actions or changes have been made as a result of their feedback and, in some cases, the reasons why Save the Children has not been able to act on their feedback). Moreover, sometimes our Feedback and Reporting Mechanisms established by MEAL teams have not been well linked to Safeguarding systems.



This set of three guidance modules aims to help country offices improve their Feedback and Reporting Mechanisms.

1



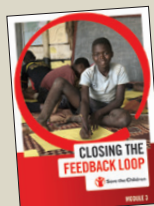
The module **Creating an inclusive and accessible Feedback and Reporting Mechanism** provides detailed guidance on establishing an FRM or improving your existing FRM to help ensure that it is appropriate for children and adults of diverse backgrounds and abilities. It will help you consider a range of different feedback and reporting channels that may be appropriate for your context, provide guidance on how to support the reporting of sensitive concerns like safeguarding issues, and explores the process to make sure everyone – Save the Children staff, our partners and children and communities – are aware of the FRM.

2



The module **Managing, analysing and presenting feedback data for action** provides guidance on how to establish a Feedback Handling Standard Operating Procedure, categorise feedback and refer feedback to relevant teams. It also provides suggestions on how you can analyse and present feedback data to support its use in decision making. The module also includes tips on data protection for FRMs.

3



The module **Closing the Feedback Loop** provides guidance on the types of responses we should be providing to children and adults to explain our actions following feedback, and how you might be able to provide that information at both individual and community level.

Together, these three modules will help you to implement the full Feedback Cycle.

The Feedback Cycle

Setting up your Feedback and Reporting Mechanism

1. Secure organisational commitment and resources
2. Analyse the context
3. Learn from children and the wider community
4. Decide on feedback and reporting channels
5. Plan how you will manage, analyse and present feedback data, and close the feedback loop
6. Train staff and partners
7. Set up the FRM infrastructure
8. Raise awareness of the FRM with children and adults



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