

# Factsheet 7: Checklist to Evaluate a CBP Feedback and Response Mechanism

This checklist has two aims:

1. To help operations establish how well their feedback systems are set up from the point of view of PoCs and;
2. To help operations determine if their feedback systems are well connected to other such systems across the operation.

## Does the feedback system work for PoCs? How?

1. Was the feedback system designed and implemented in consultation with diverse PoCs to ensure it is accessible and suitable? ☐
2. Does the feedback system include various online and offline channels and guarantee safety and confidentiality? ☐
3. Is this a single service or an integrated system with various parts?
  - a) If single service, where does information go once received? ☐
  - b) Does it have designated processes and resources to use information and/or respond appropriately? ☐
  - c) It is primarily outgoing or also incoming? ☐
4. Is it responsive to individual day-to-day queries? If so, in what way? ☐
5. Is it responsive over time to collective priorities (e.g. resettlement, housing, jobs)? If so, in what way? ☐

6. What is the ratio of platform use by PoCs (compared with total PoC population), disaggregated by age, gender and diversity? ☐
7. Is the platform safe and accessible for men, women, boys and girls of different languages, statuses etc.? If so, in what way? Which of these groups are under-represented or not represented among the platform's users? Does regular monitoring determine and explain AGD-differentiated use of the platform? How are use rates captured by sexuality, social identity or religion? ☐
8. Is PoC use dependent on access to data plans or mobile phones, whether personal, shared or borrowed? If so, what have you done to address the fact that PoC use also depends on digital literacy? ☐
9. Is PoC use dependent on access granted by gatekeepers who may affect behavior (e.g. a mobile phone monitored by a parent, guardian or husband)? If so, what have you done to address it? ☐
10. Does the system translate unstructured information into individual and collective, short and long-term considerations and priorities? If so, in what way? ☐
11. Have any prevention activities been implemented on the basis of feedback? ☐



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## How does the feedback system link with operational and strategic responsiveness?

1. Do resource allocation and staff capacity change with increased volume of PoC two-way engagement? If so, in what way? Have a look at: ☐
  - a) % of population that can be accommodated;
  - b) % of users accommodated;
  - c) % of users by AGD group accommodated.
2. Does AGD responsiveness depend on implementing partners? Do they have resources, interoperable systems and training to cope with demand? How does the operation support them in developing their capacity to respond? ☐
3. Does the feedback system monitor the frequency and quality of responses across AGD categories? ☐
  - a) AGD Use – Diverse ages;
  - b) AGD Use – Girls and women, boys and men, older persons, people with disabilities, people with different sexual and gender identities;
  - c) AGD use – Diverse languages and abilities.
4. Does the feedback system capture data on the concerns and priorities of PoC groups under-represented in, or excluded from, specific feedback or digital two-way communication platforms? ☐
5. Do intermediary teams convert unstructured feedback into information that can be acted upon by relevant units and decision-makers for short and long-term program adaptation or agenda setting? ☐
6. Is there a process for combining structured and unstructured feedback from a range of sources and are there tools for integrated use by decision makers at sector, program and leadership levels in the operation? ☐
7. Is implementation of this process monitored to ensure feedback is systematically integrated in decision-making at all levels? ☐