**Guidance 4.3 – Tips for Receiving Feedback and Complaints**

Every staff member who works for CARE or a partner organisation is expected to be able to receive and register feedback from project participants. Training and resources should be provided to ensure that staff are able and confident to carry out the following tasks:

* Always introduce themselves to community members, explain that he/she works for CARE or the partner and give his/her name and role. If security permits, staff should wear CARE or partner logo.
* Share key messages about CARE’s mission, vision and values and the project.
* Explain the Code of Conduct and clarify how people can be expected to be treated by CARE and partner staff. Explain that they have a right to inform the organisation if those values are not met and orient the community on the available feedback channels and how to access them.
* Be familiar with Frequently Asked Questions (FAQs) so that immediate answers and resolution can be provided for the most common issues.
* Understand the different feedback categories and the steps required for each.
* Listen carefully to person sharing his/her concerns or opinion with a positive and respectful attitude and without judgement. Show empathy with the person(s) without making any promises.
* Explain that the information they give will be treated confidentially and that they can choose to remain anonymous. When informing participants that information disclosed during the discussion will be kept confidential, it is also important to explain that if during the discussion it emerges that someone might be at risk of imminent (physical or psychological) harm, then CARE staff are obliged to report this to make sure everybody stays safe.
* If they chose to remain anonymous, explain that they will not receive an individual response.
* Complete the feedback form (either on paper or digitally) to formally register the feedback.
* Repeat what was recorded in the form back to the person to verify understanding of the situation.
* Offer an answer for the situation if it is appropriate or feasible and record the solution suggested in the form.
* Verify that the person complaining understands the next steps in the feedback handling process, knows the timeline to expect a response and who they can follow up with.
* Provide the person an official acknowledgement of their feedback (receipt or reference number).
* End with a positive attitude and thank the person for their trust and time.