**Tool 10.2 – Standardised Questions on Feedback and Accountability Mechanisms for Surveys**

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| 1. Was the attitude of CARE staff (and partner) respectful at all times?
 | * Yes
* No
* Don’t know
 | Select oneIf no, ask if the respondent would like to provide feedback |
| 1. Do you know how you can report problems or ask for help, make a suggestion or give feedback?
 | * Yes
* No
* Don’t know
 | Select one |
| 1. If yes, what channels do you know about and can access easily?
 | * Info hubs
* Camp management office
* CIC
* Mahji
* Hotline
* Boxes
* Speak with staff in hhs visits or FGD or during activities
* Other (*text to specify*)
 | Select many*[adapt to context]* |
| 1. Have you ever provided feedback to CARE?
 | * Yes
* No
* Don’t know
 | Select one |
| 1. If yes, which channel did you use?
 | * Info hubs
* Camp management office
* CIC
* Mahji
* Hotline
* Boxes
* Speak with staff in hhs visits or FGD or during activities
* Other (*text to specify*)
 | Select many*[adapt to context]* |
| 1. Were you satisfied with the response to your feedback or complaint?
 | * Very satisfied
* Satisfied
* Average
* Not satisfied
* Very unsatisfied
 | Select one |
| 1. If you were unsatisfied, why?
 | * Did not get a response (not anonymous)
* Did not see action taken
* Suffered bad consequence (reprisal)
* Breach of the confidentiality
* Not satisfied with action taken
* Response took too long
* Other
 | Select many*[adapt to context]* |
| 1. How confident are you that, if you provide feedback, CARE will respond?
 | * Very confident
* A little confident
* I don’t know
* Not confident
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| 1. Why do you think some people never provide feedback?
 | * Not confident enough
* Fear of bad consequences for self or family
* Don’t know how give feedback
* Don’t trust the mechanisms to be safe and confidential
* Think nothing will change
* Can’t access feedback channel
* Other
 | Select many |
| 1. Do you want to share a feedback or complaint with me today?
 | * Yes
* No
 | Select one. |