**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 one  If 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 |  |
| 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. |