

TOPIC
N°10COMMUNITY FEEDBACK
TO CLOSE THE LOOP

Guiding questions: What should you communicate to communities about the outcomes of your data collection, how should you communicate them, and what should you avoid doing?



DO'S

Before setting up the returns mechanism:

- Discuss with communities to identify the best discussion channel to share data collection
- Examine the outcomes in terms of the "Do no Harm" principle, and assess the risks of sharing information (e.g.: could the information to be shared lead to tensions within the community?)

When collecting feedback:

- Use accessible language
- Present a clear objective to the community
- Communicate comprehensive, understandable and usable information to the community
- Recontextualize the subject so that the community can contribute its points of view, providing a space for feedback and involvement
- Sharing positives and areas for improvement
- Find out what will be done with the outcomes and how the information will be shared
- Adopt an empathetic posture to be more in tune with community expectations
- Use of communication channels adapted to the community
- Thanking the community for its contributions



DON'TS

- Use jargon or complex language
- Making false statements or promises
- Communicating sensitive outcomes or personal data
- Share details of specific complaints that have gone through a complaints, feedback and response mechanism (CFRM)
- Ignoring community concerns and feedback
- Withhold important or relevant information that could have an impact on the community's understanding or interpretation of the outcomes
- Not being transparent about outcomes
- Sharing feedback that is too detailed and abstract in its analysis, which can lead to distancing from the realities of the population