

A. Lessons about Feedback Collection

1. Country programmes benefit from the combination of both quantitative and qualitative feedback data

The findings from surveys and other quantitative data collection methodologies provided country programme

3. Teams may require capacity building in order to administer feedback channels

Related to the point above, if the recommendation is for teams to primarily use internally administered feedback channels, then it will be important for them to have the capacity – both in terms of staff time as well as competencies – to be able to administer the channels effectively. Programme teams and organisational leadership should consider

5. Surveys should be adjusted to respond to the information needs of teams as the context changes, but yet still able to provide teams and management with trend data

The benefit of standardised surveys is that they can provide teams and management with trend data over time and across programmes. Thus, a certain number of questions (or comparable questions, where the wo.MCdis is simy

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B. Lessons about Acting upon Feedback

8. Feedback presented in a simple, easy-to-read report aids discussion and decision making

Many of the teams with which we piloted reported that they found the simple reports which shows the client feedback in charts alongside some limited interpretation of the data to be useful to them in aiding their review, analysis and decision making about how to respond to the client feedback.

In Greece, the protection team had previously been aware of some of the issues that were identified through the surveys and focus group discussions, but felt in a better position to be able to advocate to their management and colleagues for changes to the programme in response to that feedback when it was

In Kenya, both