TOOL 10

FEEDBACK AND MITIGATION LOG

**Menstrual Hygiene Management (MHM) in Emergencies** / IFRC / Pilot version

OVERVIEW

This tool provides an example log which can be used to collect feedback (both informal and formal), and to document which actions have been taken to address them (mitigation) and the outcome. This table can also be used for rumours, complaints and misinformation.

Before activities start, it is important to **plan how you will collect feedback** – including mechanics or activities, who to collect it from, and how often (frequency). Use the table below as example to help you plan.

|  |  |  |
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| **Activity or mechanism**  | **Target group / Who with?**  | **Frequency**  |
| e.g. focus group discussions  | Adolescent girls and women of reproductive age  | e.g. every month  |
| e.g. rapid survey using mobile phones [*see links to additional resources below*]  | Randomly selected group from target population  | e.g. weekly or monthly rapid survey |
| e.g. radio show with call-in | Affected population  | e.g. ongoing for entire response  |
| e.g. interviews with key informants | e.g. community leaders, local health officers, traditional healers, women’s leaders  | e.g. every two weeks  |
| e.g. complaints desk  | Women and girls who receive MHM items  | e.g. during each distribution  |
| e.g. feedback box or post-cards  | Affected population  | e.g. ongoing  |

EXAMPLE FEEDBACK AND MITIGATION LOG

*(Adapted from CDAC Network.)*

**Remember!** Collecting feedback alone is not enough; make sure you have a system in place to analyse, track mitigating actions and then communicate this back to communities.

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| **Feedback and mitigation log – can also include rumours, misinformation and complaints**  |
| **Date** | **Location** | **Details**  | **Channel**  | **Risk rating** | **Verification status**  | **Mitigation activities**  | **Outcome**  |
| *When was the feedback/rumour/complaint heard?* | *Where was it heard?* | *Details of the feedback/rumour/complaint. What was it?*  | *How was the feedback/rumour/complaint heard?* | *Low**Medium**High* | *Verify if it is:* *True or Untrue* | *Details of who, what, when, where and how you mitigated or addressed the feedback/rumour/complaint, including engaging with the community*  | *Monitor the outcome.* *Has the feedback/rumour/complaint stopped?*  |
| *…* |  |  |  |  |  |  |  |
| *…* |  |  |  |  |  |  |  |

ADDITIONAL RESOURCES

[IFRC Community Engagement and Accountability (CEA) Guide and Toolkit](https://media.ifrc.org/ifrc/document/community-engagement-and-accountability-toolkit/)

[Information on tools for data collection and analysis](https://media.ifrc.org/ifrc/document/annex-7-tools-for-data-collection-and-analysis/); part of IFRC Guide: How to Establish and Manage a Systematic Feedback Mechanism with Communities