

Guidance to Present, Interpret and Respond to Client Feedback

Annex 1: Response Channel Selection

The table below will help you to select the appropriate channel(s) through which to respond to the client feedback. It assesses the feasibility of using different channels to respond to feedback based on the following criteria: (1) If the response requires an individual or collective response; (2) If the feedback is sensitive or non-sensitive; (3) Other internal or contextual challenges to accessing or communicating with clients.

Response channels	Individual meetings	Community meetings	Billboards	Email	SMS	Callback	WhatsApp	Local radio	Social media	Stakeholders group	IRC community volunteers
Individual response	✓	✗	✗	✓	✓	✓	✓	✗	✗	✗	✓
Collective response	✗	✓	✓	✗	✗	✗	✓	✓	✓	✓	✓
Sensitive feedback	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
Non- sensitive feedback	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Anonymous feedback	✗	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓
Challenge to access the client	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Issues with speaking common language	✗	✗	✓	✗	✗	✗	✗	✓	✗	✓	✓
Limited literacy levels	✓	✓	✓	✗	✗	✗	✗	✓	✗	✓	✓
Limited staff capacity	✗	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓
Limited financial resources	✓	✓	✗	✓	✗	✗	✓	✗	✓	✓	✓