

## Guiding Questions and Response Form

\* Use form can be used to record feedback given during each consultation group.

Location of Consultation: \_\_\_\_\_ Date: \_\_\_\_\_

Facilitator Name: \_\_\_\_\_

Type of Group/persons (i.e., Men Women Boys Girls, older people, leaders, etc.): \_\_\_\_\_

Total number of participants: Men \_\_\_\_\_ Women \_\_\_\_\_ Boys \_\_\_\_\_ Girls \_\_\_\_\_

Status of people (i.e., IDPs, HHS, Returnees): \_\_\_\_\_

The following are guiding questions and facilitators may use different words adapted to the context and background of the population and community to discuss the different topics:

Guiding Questions	Responses
First ask general questions to enquire about what service providers/agencies they have contact with and what services are being provided in their area. Ask a few general questions regarding they current situation to open the conversation.	
1	For you, what are the best / clearest ways that announcements are made, and information is shared with you by service providers about their work and the services? What works best and is clear for everyone? <i>Examples: posters, face to face, radio, visual leaflets, through conversation etc.</i>
2	In what ways could communication materials /Methods be made better, clearer for you in your current situation?
3	<b>In terms of the provision of services:</b> What do you consider to be unfair/bad/not? good provision of services in your experience? <i>(Explore what is expected from the services provided and of service providers)</i>
4	provision from a service provider, who would you raise a concern or submit a complaint to? <i>(If people say that they wouldn't raise complaints it is important to explore a different word i.e., report, denouncement etc. that they relate to. You can use the next step of questions about how people raise issues within the</i>

	community to facilitate a conversation on this)	
5	How do you expect service provider? personnel to behave in their work with you and when providing services to you? (Explore what behavior is expected of personnel of service providers)	
6	If you experienced a situation were personnel of service providers did not behave in this way and you experienced misconduct from service providers, what can you do, who would you raise a concern or submit a complaint to?	
7	Do you consider these ways to submit complaints to be confidential? Do you prefer to submit complaints in an anonymous way? If so, why?	
8	How would you prefer to submit a complaint to service providers in your area? Examples: in writing (complaint box, letter); face-to-face discussions; by phone; through another family member; through community gatherings; online tools; social networks; e-mail. Other ways, please explain	
9	What would you expect to happen upon the submission of the complaint?	
10	What would prevent you, or other people you know, from submitting a complaint to a service provider?	
11	Are there any safety and security risks for you or other members of the community who submit a complaint? Which ones?	
12	How would you prefer to receive feedback from service providers about your complaint? Examples: in writing (complaint box, letter); face-to-face discussions; by phone; through another family member; through community gatherings; online tools; social networks; e-mail. Other ways, please explain	
13	Who would you prefer to provide feedback/ respond to you about your complaint?	

	What would you change in the current way that complaints are submitted and responded to by service providers?	
14	<p>Are there any types of complaints that you would never recommend submitting to anybody?</p> <p>If yes, which types of complaints and why?</p> <p>If yes, what do you think that should be changed so that this type of complaints can also be submitted and responded?</p>	
15	<p>Are there any types of complaints that you would never recommend submitting to anybody?</p> <p>How and to whom would you prefer to submit this type of complaint?</p> <p>How and by whom would you prefer to receive feedback to this type of complaint?</p>	
16	<p>If the person who receives the complaint is not able to help you, would you like your complaint to be referred to those who can deal with it upon your consent and with confidentiality?</p> <p>If yes, please explain why?</p> <p>If no, please explain why?</p>	
17	In your view, what would be the best way to provide this referral?	
Question 18 – 22: these can be used to facilitate discussion about how people raise issues, concerns, complaints within their communities/groups		
18	<p>Are there certain people within your group/ community/situation that you can best speak to or report issues you experience with service providers and personnel?</p> <p>Who are they, what is their role?</p>	
19	How would they usually deal with these issues/reports made to them? What would you expect to happen?	

20	How do they normally give feedback to you about the issue or report made?	
21	<p>Are there any barriers faced by people to raise issues and complaints about service providers within your community/group? If so, what are they?</p> <p>(Do they feel that it is confidential, how; do they feel that there would be retaliation, don't think anything would happen etc.)</p>	
22	Are there ways that these barriers could be removed, so that people can more easily raise concerns or make a complaint about service providers and personnel?	
End	<ul style="list-style-type: none"> <li>• Tie-up the discussion and thank participants for their time.</li> <li>• Explain again that their feedback is confidential and explain how you are to use the information given.</li> </ul>	