Technical Standards for Referral of Community Feedback Between Agencies

Introduction

There is a lack of referral standards for the referral of community feedback at camp level. These systems are overseen by Site Management actors who, according to the Accountability Manifesto have the exclusive mandate to oversee and refer community feedback between sectors at camp level. Different sectors have been found to have different data needs when it comes to accepting and responding to community feedback gathered by other agencies. At agency level, agencies also require different information to process referrals and have different data fields. In support of operationalization of the Accountability Manifesto, a technical working group produced the following document underneath the CwC Working Group and in partnership with Site Management, the sector responsible for community feedback referral.

Objective & Purpose

The objective of the technical working group was to operationalize the Accountability Manifesto through the establishment of community feedback referral standards through camp level coordination structures. This document is the output of the technical working group.

The purpose of this document is to:

- Define and distinguish between sensitive and non-sensitive community feedback.
- Standardize and harmonize data entry options, definitions and terminology across the CFM process, including types of feedback that require receipt and referral.
- Clarify and outline standards for the collection and referral of community feedback according to each sector's information needs.
- Establish outcome level indicators for CFM process for improved monitoring and reporting with the CwC sector.

Development & Amendment

This document and guidelines were developed between December 2019 and February 2020 by a Technical Working group between Site Management Sector, Protection Sector and CwC Working Group. The standards and contents were presented and consulted to sector coordinators and within sectors, with sectors being provided a chance to draft and review submissions. Sectors and agencies with large operational presence were consulted in the development of the document. Some sectors did not provide inputs. Wherever this was the case, recommendations were generated based off existing CFM data collected by actors working on CFM systems. Sector Coordinators are entitled to amend the document to include or change information related to their sector's mandates at any time. The proposed changes should be reviewed by members of the CFM referral taskforce as needed or requested for amendment to ensure the amendments reflect community feedback provided. These changes are reflected at the end of the document within the Version section. The document should be considered a living response document

that changes and adapts to the response context and the nature of community feedback that actors are handling/receiving.

Sensitive Community Feedback

Sensitive Community Feedback related to protection cases should not be recorded within non-sensitive CFM systems or be handled or recorded by non-protection actors, staff or agencies.

A protection related case that requires referral may relate to:

Cases related to sexual gender based violence, violence, or safety conditions of persons
Cases related to protection of children
Denial of life saving assistance or inability to access life saving and critical assistance for any reason
Registration and changing of family composition. New born, marriage, divorce, death documentation and certificates.
Documentation including lost cards (GoB/UNHCR ID Cards)
Safety conditions which need to be referred to CiC office
Anti-Trafficking interventions
Detention
Dispute Resolution / Mediation
House, Land and Property Rights
Legal Assistance, Representation and Counselling
Case Management (Only General Protection)
Family Tracing and Reunification (FTR)
Identification of Persons at Risk and including extremely vulnerable individuals
Physiotherapy / Rehabilitation for persons living with disabilities and elderly
Provision of assistive devices
Psychosocial Counselling

A Sexual Exploitation And Abuse (SEA) related case is any case that involves humanitarian workers as alleged perpetrators. Humanitarian workers are all staff that are representing an organization at field level. National and international staff of a UN agency or NGO, regardless of contract type, Rohingya volunteers and contractors operating on behalf of a UN/agency or NGO are humanitarian workers.

Both of these issues are considered sensitive and require immediate referral. Protection related cases need to be referred to Camp protection actors and SEA related cases should be referred immediately to the SEA focal point within the camp or to SEA network coordinator. If it is unclear whether the case is protection or PSEA, then the case should be referred to the camp protection agency who will further refer the case to the PSEA focal as needed. Please refer to the PSEA & Protection referral pathways for more information regarding this process.

Verification of Referrals

After a referral is made, Protection actors and the agency or person who made the referral may verify that the person who was referred did meet with the concerned protection agency. No identifying information, including name, case details, or other information should be shared in this process.

The only information that can be recorded for later verification with protection is the following information:

- **Protection Referral Date**: Date of referral
- **Person referred to:** Name of staff who received the referral
- **Agency receiving referral:** Name of agency who received the referral
- **Contact information of person:** Contact information of person who received referral
- **Person who referred the case:** Person who made the referral
- **Camp**: Camp Name where referral was made
- **Place referral was made**: Where the person was referred from (Information Hub, Feedback and Information Centre, Group Meeting, etc.)

This information can then be reviewed through the Protection Focal Points and by agencies having made the referrals to verify that they were made.

Non-Sensitive Community Feedback

Non-sensitive community feedback that requires referral within the response predominantly consists of three types of information: requests for assistance, feedback about available assistance, and questions. They include questions, requests and feedback.

Questions

Questions are requests for information or questions about provided assistance where only the provision of information is sought or desired. For example, questions include:

- When is the Shelter distribution planned?
- Where can I go to change my identity documentation?
- Where is the health post in B Block?

Questions do not include requests for assistance such as: "Can I enrol in a livelihood program?" or "Can I receive additional shelter materials?" In these cases, the person is asking a question about their entitlements to additional assistance where they want something more than information alone.

Requests

Requests for assistance relate to relief items, services, facilities, or other humanitarian aid activities that the affected person has yet to receive. If the person has received assistance, was supposed to receive assistance, or has missed a distribution, this should be recorded as feedback. Feedback about insufficient quantity of relief materials & distributions are also not requests but feedback about provided assistance. Requests for assistance include:

- Can a water tap be built in my sub-block?
- Can I be enrolled as a vulnerable-household in the shelter program?
- Can I get more soap?
- Can I have a women friendly space in my block?

Feedback

Feedback is information about an existing service, relief item or aspect of the response. In this Feedback can be broken down into two parts: what the feedback is about, and the information or issue concerning the subject. For example, Feedback includes:

- "My toilet needs desludging." (Toilet – Needs Desludging)
- I waited too long at the health post. (Health Post – Long Wait)
- I did not receive the blankets that were distributed. (Blankets – Missed Distribution)

Common Fields & Information for all non-sensitive feedback

The following information shall be recorded and included in referrals for all non-sensitive feedback. This information is not to be recorded for any sensitive feedback.

- Name of person providing feedback (with consent)
- Date Received
- SMART ProGres Number (with consent)
- Name of person receiving feedback and recording information.
- Gender of person providing feedback
- Age of person providing feedback
- Camp
- Block
- Sub-block (as relevant / if possible)[1]
- Shelter Number (with consent and as relevant / if possible)[2]

Sector Specific-Referral Data Entry Options

This section provides an overview of the specific information related to each individual sectors' mandate and responsibilities. The information consists of three fields:

- **Request**: What type of assistance is requested (only for Requests)
- **Feedback About**: What the feedback concerns (only for feedback)
- **Feedback Issues**: The problem, concern or identified issue related to the subject of feedback (only for feedback)
- **Additional information**: This may be one or several fields that are specific to a sector or type of assistance. This information is required for the sector to take action on community feedback. Examples include Geocoordinates of damaged infrastructure for Site Development or SCOPE Card numbers for LPG Gas and Food Security related SCOPE Card issues.

"Other Response"

Non-standardized response that don't fall within the fields below should still be recorded and referred. They can be marked as "other" within the referral process to highlight when issues are falling outside of

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[1] There are various administrative boundaries, units and terms referring to these. Please include all relevant sub-block boundaries within the referral.

[2] Has only been implemented in some camps. Please include as relevant & possible. Likely to become more accessible as this is implemented.

established standards. Similar entries that fall within "other" categories suggest that the standards should be reviewed to include those options.

Protection

Because a significant volume of community feedback is related to assistance coordinated under the Energy & Emergency working group, the working group was asked to participate in the development of standards.

Requests

The following are the acknowledged requests and explanations as required:

Protection Related Requests		
Requested Assistances		**Explanation**
A	Community Centre	
B	SMART Card	For children or people who have yet to register
C	Women's Friendly Space	
D	Child Friendly Space	

Feedback

The following are various feedback options for assistance and their explanation:

Feedback Concerning: SMART Card			
Related Issue		**Explanation**	**# Days required for feedback to complainant**
A	Changes in family members	Request with support in changing family information on SMART card	28
B	Changes in camp location	Request with support in changing camp address on SMART card	28
C	Lost or Stolen card		28
Feedback Concerning: Community Center, Women's friendly space, & Child friendly space			
A	Poor quality services	Services at facility are poor quality	28
B	No toilet	No access to toilet at facility	28
C	Facility closed during opening hours	Facility was closed during opening hours	28

Additional Information

The following additional information is required when recording such Requests & Feedback:

Additional Information for: Women Friendly Spaces, Child Friendly Spaces & Community Centre		
Additional Information		**Type of Data**
1	Facility Code	Facility code as per Facility Mapping dataset

Energy & Environment

Because a significant volume of community feedback is related to assistance coordinated under the Energy & Environment working group, the working group was asked to participate in the development of standards.

Requests

The following are the acknowledged requests and explanations as required:

Energy & Environment Related Requests		
Requested Assistances		**Explanation**
A	Cooking Stove Set	Distributed initially & once upon receipt of cylinder
B	LPG Gas	Distributed & refilled on rolling basis
C	Firewood	Previously distributed
D	Compressed Rice Husks	Previously distributed

Feedback

The following are various feedback options for assistance and their explanation:

Feedback Concerning: LPG Gas			
Related Issue		**Explanation**	**# Days**
A	Missed refill day	Could not attend distribution on refill day	28
B	Did not receive refill	Did not receive refill	28
C	Did not receive	Never received cylinder	28
D	Lost or stolen cylinder	Cylinder was misplaced or stolen	28

Feedback Concerning: SCOPE Card			
Related Issue		**Explanation**	
A	Technical Problem	Any issue with balance, fingerprints, or non-functioning card	

Feedback Concerning: Cooking Stove			
Related Issue		**Explanation**	
A	Needs Repair	Stove is broken or in need of repair/maintenance	14
B	Did not receive	Did not receive stove	14

Additional Information

The following additional information is required:

Additional Information for: SCOPE Card related issues		
Additional Information		**Type of Data**
1	SCOPE Card #	Number of SCOPE Card

WASH

WASH related community feedback can be entered as follows. Hygiene kits and soap are not considered an NFI but related to WASH programming.

Requests

The following are the acknowledged requests and explanations as required:

WASH Related Requests		
Requested Assistances		**Explanation**
A	Latrine	
B	Water Tap, Tubewell, or Pump	Any water source or point
C	Bathing Station	
D	Soap	
E	Hygiene Kit	

Feedback

The following are various feedback options for assistance and their explanation:

Feedback Concerning: Latrine			
Related Issue		**Explanation**	**# Days**
A	Needs desludging	Needs desludging or is full	28
B	Broken	If the facility itself is damaged	28
C	Not-gender segregated	Facility is not gender segregated or issues with gender segregation	28
D	Needs cleaning	In need of cleaning	28
E	Locked	Locked by person or community member	28

Feedback Concerning: Water tap, Tubewell, or Pump			
Related Issue		**Explanation**	**# Days**
A	Not enough water	Water provided at this point is insufficient	28
B	Poor quality water	Water is poor quality	28
C	Not functioning	Non-functional service	28

Feedback Concerning: Soap & Hygiene Kit			
Related Issue		**Explanation**	**# Days**
A	Did not receive	Stove is broken or in need of repair/maintenance	14
B	Poor Quality	Quality of distributed material was poor	14
C	Not enough	Amount provided was not enough for family	14

Additional Information

The following additional information is required:

Additional Information for: Latrine, Water tap, Bathing Station		
Additional Information		**Type of Data**
1	Facility Code	Facility code as per Facility Mapping dataset

Shelter & NFI

Shelter & NFI related information consists of a high volume of related feedback. Information regarding this feedback needs to take into consideration several factors. One is that requests for non-standard NFI or Shelter assistance, meaning materials that are not distributed or approved for distribution by the Shelter & NFI Sector, should be recorded but with an automatic reply to the affected person that they are unlikely to receive this assistance because it has not been approved for distribution, but that their request is recorded.

Requests

The following are the acknowledged requests and explanations as required:

Shelter Related Requests		
Requested Assistances		**Explanation**
A	Shelter Materials	Generally referring to general requests for shelter materials
B	Borak Bamboo	
C	Muli Bamboo	
D	Shelter Voucher	
E	NFI Voucher	
F	Cement	
G	Tarp	
H	Sandbag	
I	Tie Down Kit	
J	Floor Mat	
K	Kitchen Set	
L	Clothes	
M	Solar light (for inside house)	
N	Solar Panel and battery	
O	Fan and solar fan	
P	Food storage container	
Q	Enrolment in EVI Shelter Programme	

Feedback

The following are various feedback options for assistance and their explanation:

Feedback Concerning: Shelter & NFI Materials (Material should be specified)			
Related Issue		**Explanation**	**# Days**
A	Broken or Damaged		7
B	Poor Quality		7
C	Did not receive		14
D	Too far to distribution point		7
E	Waited too long at distribution point		14

F	Distribution delayed		14
G	Received less than supposed to		7
H	Received amount is not enough		7
I	Shelter damaged by weather	The shelter cannot be lived in due to partial damage or because it is completely destroyed. SNFI teams can respond with the Emergency Response Programme within 48 hours. However, this is only for weather-related destruction/damage.	2

Site Management

Because SM issues cover a range of topics that don't fall neatly within the response, the CFM entry fields are quite broad. Many non-standard requests for assistance will fall within Site Management as a result and if it is unclear which sector is responsible for a specific piece of non-sensitive community feedback, it should be referred to Site Management:

Requests

The following are the acknowledged requests and explanations as required:

Site Management Related Requests			
Requested Assistances		**Explanation**	**# Days**
A	Portering services		7
B	CFW Enrolment	Enrolment or profiling in CFW	7
C	CFW Rotation & Selection	Rotation or Selection for CFW	7
D	Skills Training	Literacy, sewing, computer, or other skills-based trainings	7
E	Income Generating Activities or Money	Requests for cash, employment, or other income generating activities	7
F	Feedback & Information Centre or Information hub		7
G	New plot of land for shelter		7
H	Larger plot of land for shelter		7
I	Relocation to another camp		7
J	Relocation within camp		7
	Repatriation to Myanmar	For requests for repatriation (voluntary return)	7
K	Temporary relocation	For disaster, erosion, and flooding related issues.	1
L	Marriage certificate	Assistance with receiving this from CiC office	7
M	Death certificate	Assistance with receiving this from CiC office	7

Feedback

The following are various feedback options for assistance and their explanation:

Feedback Concerning: CFW Rotation & Selection			
Related Issue		**Explanation**	**# Days**
A	Did not receive CFW	Could not attend distribution on payment day	28
B	Was charged to enrol or be selected	If community person charged or collected money for selection or enrolment	28
Feedback Concerning: Porters			
Related Issue		**Explanation**	**# Days**

A	Did not take items whole way	Any issue with balance, fingerprints, or non-functioning card	28
B	Charged money	Stove is broken or in need of repair/maintenance	28

Additional Information

The following additional information is required:

Additional Information for: Relocation Request	
Additional Information	**Type of Data**
1 Reason for Relocation	Select-One
2 Relocation Camp	Camp Name

Site Development

Because of a significant volume of feedback related to site infrastructure and because operationally Site Development works are separately managed within the SMSD Sector, the CFM fields were developed through separate consultations with the sector.

Requests

The following are the acknowledged requests and explanations as required:

Site Development		
Requested Assistances		**Explanation**
A	Bridge	
B	Drainage	For reports of flooding, where there is no drainage
C	Drainage Cover (Slab)	Request to have drainage covered
D	Slope Protection (erosion)	Stabilization works to prevent soil-erosion or landslides
E	Lamp post or Street light	Not household lights, but community lighting
F	Pathway	
G	Stairs	

Feedback

The following are various feedback options for assistance and their explanation:

Feedback Concerning: Drainage & Drainage Cover (Slab)			
Related Issue		**Explanation**	**# Days**
A	Poor Quality & needs upgrade	Could not attend distribution on refill day	28
B	Needs Repair	Did not receive refill	28
C	Blocked & Water logging	For when drainage needs cleaning, is blocked with debris or trash, or flooding is occurring.	28
Feedback Concerning: Bridge, Slope Protection (erosion), Lamp post or Street light, Pathway, Stairs			
Related Issue		**Explanation**	**# Days**
A	Poor Quality & needs upgrade	Infrastructure is poor quality or can be upgraded	28
B	Needs Repair	Infrastructure is damaged or in need of repair	28

Additional Information

The following additional information is required:

Additional Information for: All feedback		
Additional Information		**Type of Data**
1	Latitude	Geo-point Coordinates
2	Longitude	Geo-point Coordinates

Food Security

Food security related community feedback is based largely on WFP's intake form and includes the following:

Requests

The following are the acknowledged requests and explanations as required:

Food Security Related Requests			
Requested Assistances		**Explanation**	**# Days**
A	Vegetables	Education for adolescent beyond current grade provided	7
B	Fish (dry)		7
C	Fish (fresh)		7
D	Meat (Chicken, Beef)	Assistance in enrolling in temporary learning centre	7
E	Spices		7
F	Salt		7
G	Sugar		7

Feedback

The following are various feedback options for assistance and their explanation:

Feedback Concerning: General Food Assistance			
Related Issue		**Explanation**	**# Days**
A	Received less than supposed to		7
B	Poor Quality		7
C	Waited too long (more than 120 minutes)		7
D	Not Enough		7
E	Distribution Delayed		7
F	Missed Token		7
G	Want to purchase more but not allowed		7
Feedback Concerning: SCOPE Card			
Related Issue		**Explanation**	**# Days**
A	Technical Problem	Any technical issue related to balance, fingerprints, and other issues on cards	7
B	Changes in HH or personal details	Changes in family members or SCOPE card recipients	7

Additional Information

The following additional information is required:

Additional Information for: All Feedback		
Additional Information		**Type of Data**
1	SCOPE Card Number	As per guidance in Annex

Additional Information for: Food E-Voucher Shops	
Additional Information	**Type of Data**
1 Facility Code	Facility code as per Facility Mapping dataset
Additional Information for: Received less than supposed to & Poor Quality	
Additional Information	**Type of Data**
1 Type of food	Options: Rice, Onion, Oil, Eggs, Sugar, Garlic, Dry Chilli, Turmeric, Salt, Lentils, Chilli Powder, Lemon, Vegetables, Chillies

Education

Education related community feedback includes the following:

Requests

The following are the acknowledged requests and explanations as required:

Education Related Requests			
Requested Assistances		**Explanation**	**# Days**
A	Secondary education	Education for adolescent beyond current grade provided	14
B	Literacy classes	For adults	14
C	Enrolment in Temporary Learning Centre	Assistance in enrolling in temporary learning centre	14
d	Myanmar based curriculum	Education according to Myanmar based curriculum	14

Feedback

The following are various feedback options for assistance and their explanation:

Feedback Concerning: Temporary Learning Centre			
Related Issue		**Explanation**	**# Days**
A	Poor quality teaching or instruction	Feedback regarding the instruction	28
B	Poor quality materials	Feedback regarding materials used in learning centres	28
C	No toilets	No toilets or WASH facilities in or nearby school	28
D	Too far	Facility is too far away	28

Additional Information

The following additional information is required:

Additional Information for: Temporary Learning Centre		
Additional Information		**Type of Data**
1	Facility Code	Facility code as per Facility Mapping dataset

Health

Health related community feedback is slightly different with respect to feedback concerning "poor quality treatment." Instead, information related to medical treatments need to be broken down into whether the patient or person understood their diagnosis, treatment, and follow-up options. This is due to the number of misperceptions there are about what constitutes quality and/or poor-quality medical treatment among the refugees.

Requests

The following are the acknowledged requests and explanations as required:

Health Related Requests		
Requested Assistances	**Explanation**	**# Days**
A Medical treatment	Request for treatment outside of camps	7
B Medical permission to travel outside camps for treatment		14

Feedback

The following are various feedback options for assistance and their explanation:

Feedback Concerning: Treatment		
Related Issue	**Explanation**	**# Days**
A Did not understand diagnosis	Person did not understand what the doctor explained to them about diagnosis	28
B Did not understand treatment	Person did not understand what the doctor explained to them about treatment	
C Did not understand follow-up instructions	Person did not understand what the doctor explained to them about follow-up instructions	
D Waited too long	Feedback regarding materials used in learning centres	28
Feedback Concerning: Medical Facility		
Related Issue	**Explanation**	**# Days**
A Dirty		28
B Toilet not working		28
C No place to sit		28

Additional Information

The following additional information is required:

Additional Information for: Health facilities & Treatment	
Additional Information	**Type of Data**
1 Facility Code	Facility code as per Facility Mapping dataset

Nutrition

Nutrition related community feedback includes the following:

Requests

The following are the acknowledged requests and explanations as required:

Health Related Requests			
Requested Assistances		**Explanation**	**# Days**
A	Nutrition Assistance	Any type of nutrition related assistance	7

Feedback

The following are various feedback options for assistance and their explanation:

Feedback Concerning: Nutrition Centre			
Related Issue		**Explanation**	**# Days**
A	Dirty	Facility was dirty or in need of cleaning	28
B	Toilet not working	Toilet in facility was not functioning	28
C	No place to sit	Nowhere for people to sit or wait	28
D	Waited too long	Waited too long for treatment	

Additional Information

The following additional information is required:

Additional Information for: Nutrition Centre		
Additional Information		**Type of Data**
1	Facility Code	Facility code as per Facility Mapping dataset

Referral of Non-sensitive feedback

The January 2019 Accountability Manifesto outlines the following provision for the referral of community feedback:

> *"Regarding the issues relevant for overall response in the camp, collected feedback/complaints needs to be efficiently and properly processed by site management actors or protection actors when circumstances require so, and fed back to camp-based humanitarian actors.* **This is best done through camp-level sector focal and with individual organisations** *on a regular and timely basis.*
>
> *At site level, project-based or agency-based complaints and feedback mechanisms should incorporate referral of complaints and feedback received outside the agency's mandate or capacity for response to a relevant service provider or a multi-sectoral mechanism. This would enable following up on either an individual case basis or to inform overall community feedback and information processes.*
>
> *Proliferation of different agencies running multi-sectoral complaints and feedback mechanisms covering the same geographic areas should be avoided. Multi-sectoral mechanisms should be linked with* **Site Management Support** *to ensure consistency of information provision and response, and to ensure feedback and complaints are effectively informing camp-level decision making and to facilitate closing the accountability loop."[3]*

Considering the responsibility of Site Management in facilitating feedback between sectors and agencies, feedback gathered that requires referral to another sector or agency should be made through the established Sector Focal point system. Site Management can facilitate the transfer of information to Sector Focal points or referral information should be sent to the sector focal point directly.

There is no prescribed format for how the referrals should be made and all referrals that contain the necessary information specified above should be accepted by the Sector Focal point. Sector Focal Points bear the responsibility for further referral to agencies within their camps who are responsible for taking action on related community feedback.

Referral Examples

The following information is an example of what information would be referred to the Sector Focal Point:

Types of information	Site Development Related Request	Food Security Feedback	WASH Related Feedback
Common Fields	Date Received	Date Received	Date Received
	Camp	Camp	Camp
	Block	Block	Block
	Sub-block	Sub-block	Sub-block
	Shelter Number	Shelter Number	Shelter Number
	Name	Name	Name

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[3] Accountability Manifesto, p4.

	SMART ProGres Number	SMART ProGres Number	SMART ProGres Number
Sector-Specific Description	*Bridge*	*General Food Assistance – Received less than supposed to*	*Toilet – Needs Desludging*
Sector- Specific Additional Information	*Latitude, Longitude*	*SCOPE Card Number*	*Facility Code*

Indicators for CFM Operation

Based on these referral standards, improved analysis and tracking of CFM performance can be accomplished within the response for participating agencies. Information should be shared by agencies collected and referring cases across sectors and agencies; however, names of enumerators, people providing community feedback, ID numbers, and other identifying information concerning individuals. These indicators are not the only indicators that can be used but are suggested as guidelines instead of standards. These guidelines can be further refined and developed by operational actors.

Related to CFM Operation

- \# of male, female, Rohingya, and Bangladeshi staff collecting feedback for referral on a regular basis (each month) by camp & respective agency
- \# of agencies gathering feedback according

Related to receipt of community feedback

- Sex & Age disaggregation of users by relevant administrative units (camp, block, sub-blocks)
- Sector & Types of feedback disaggregated by age, gender, and locations
- \# of community feedback received over number of households within different administrative units

Related to response to community feedback

- % of respondents who report their issues were not resolved after the mandated response period for the feedback.

Related to reply to community feedback

- % of respondents who receive a reply to their feedback after the mandated response time.

Related to overall process

- Average days from receipt, referral, and reply

Appendices

Annex A: Versions

As this document will be revised frequently, a short overview of various versions and dates of revisions are provided here:

- 4 March, 2020: Draft Submitted by CFM Referral Technical Working Group for Protection Sector Review, SAG Endorsement, Review by Coordinators, & Ratification.
- 11 March, 2020: Protection Sector Amendment & Endorsement
- XXXX: Coordinator Review & Endorsement
- XXXX: SAG Endorsement

Annex B: Guidance for Sectors Making Revisions

The following is recommended & advised about the development and creation of data standards. These points should be considered and adhered to by each sector:

- No sensitive issues or information should be gathered or entered through this system. Only separate and confidential reporting pathways should be used to gather information related to protection issues, denial of services, security issues and so forth. Protection Sector will assist in the review of entries to ensure that there is no sensitive information being gathered through this referral system.

- The purpose of standardizing data entry fields and options is to facilitate communication between sectors and actors. In doing so, the entry options should seek to account for the "98% majority" of issues agencies receive feedback about. This means that lists of feedback and requests do not have to be exhaustive, but the list of standard options should cover 98% of the feedback commonly received. Any other feedback will be entered as "Other" with a written description attached. The Technical Working Group's Sector Focal Points will assist by providing the sector with lists of common issues related to their sector. The Inter-Agency Common Feedback Mechanism data has been attached to assist the sector in this work. The sector can also analyze information from their own systems to assist in this process.

- In identifying issues related to services and distributions, agencies should consider whether different issues have different internal referral or follow up procedures. For example, if a "shelter destroyed by windstorm" and a "shelter damaged in a landslide" have the same action, a shelter assessment, that is done by the same staff within the camps, then it should be entered as one issue. Another example is whether a "damaged drainage system" and "blocked drainage system" are separate issues given that there are both subject to the same process of technical assessment and repair works by the same responsible people.

- If the sector requires additional information to be gathered to handle feedback and requests, the sector should consider whether it is possible and pragmatic for the sector's partners to respond within their existing response structure based on the basic information already gathered. If not, then additional data can be gathered by the agency recording the issue, but the sector should also consider whether the information would need to be re-verified by the sector's partners. If so, the data should only be gathered by the sector's partners directly to improve efficiency. Additional information should only be gathered if it is either necessary and feasible and would greatly improve the sector's effectiveness in responding to the issue.

- Revisions are inevitable. The work will need to be routinely revisited in order to adapt to changes within the response. Changes can be facilitated on a quarterly basis as required by sectors and can be adapted overtime. It is better for sectors to see this as a continuous operational process related to their commitments towards improved accountability to affected populations than an exercise that is completed once.