

Feedback and Resolution Mechanism

The purpose of the Feedback and Resolution Mechanism (FRM) is to ensure that the PRF has in place a system to receive feedback from citizens, assuring that the voices are heard from the poor and vulnerable, and the issues are resolved effectively and expeditiously. Such a system is expected to enable the PRF to be fully responsive to its beneficiary communities and empower the ethnic groups and poor in villages who are the principal target of the Program.

1. Guiding Principles of the System

Visibility	Information about how and where to provide feedback is well-publicized.
Accessibility	Citizens should find it easy to engage and use the feedback procedure, irrespective of language or disability.
Responsiveness	Prompt acknowledgment to be followed by prompt action, with informant kept informed of progress.
Objectivity	Any investigation should be open-minded and impartial, complete and equitable.
Charges	There are no costs to the informant as their feedback is provided and handled.
Confidentiality	Unless voluntarily provided, identities of informants will be kept confidential throughout and after the investigation process.
Citizen-focus	The project welcomes citizen feedback of all types, with a culture that sees citizen as central.
Accountability	There should be clarity on roles and authority in handling feedback, and staff should be accountable for their actions and decisions.
Continual Improvement	There should be a permanent objective to learn from feedback to improve processes, policies, and procedures.

Adapted from the ISO 10002, the international complaint-handling standard.

2. Source of Feedback

In principle, feedback can be provided by anyone involved in the PRF process (Government authorities at each level, villagers, contractors, development agencies, PRF staff, and other involved parties). The system has been setup and modified to increase participation of vulnerable groups (such as ethnic groups and women) who are likely to have less voice in planning and implementation process of the PRF.

3. Types of Feedback

Feedback may include: (i) misuse of funds; (ii) corruption allegations; (ii) inappropriate intervention by outside parties; and (iv) violation of program policies and principles. Feedback may just be simple inquiries about program procedures or rules.

4. Feedback Channels (Uptake)

FR mechanism is an integral part of the Monitoring Information System (MIS) of the PRF, and crucial for an effective implementation of the PRF basic principles. Provision of feedback is possible at all levels (village, koumban, district, provincial, and national level). For the FRM to function, the PRF has established the following conduits for feedback:

- FRM Committees at village, koumban, district, and provincial level
- Feedback boxes
- Toll free hotline
- PO Box,
- Dedicated email
- Website
- Regular meetings at all level during PRF Cycle implementation (village, koumban, district, provincial and national level)
- Annual meetings in selected villages in each koumban soliciting feedback from community members

Feedback can be provided verbally or in a written form. Given that verbal feedback to trusted community members is traditionally accepted as an effective conflict resolution channel, Village FRCs consist of the Village Committee (including traditional intermediaries, such as Neo Hom) and the two PRF village representatives (one man and one woman) who can receive verbal feedback and facilitate the Feedback process at the village level. Since some of the FRC members might be illiterate, literate members of the FRC will work with them closely to ensure proper documentation of all feedback, including the verbal feedback (designated person at the village level and koumban facilitators at the koumban level). All FRC members are expected to receive appropriate training about their function and responsibilities in the FRM.

Feedback and Resolution Forms (FR-Form) are available at the village, koumban, district and provincial levels, where “feedback boxes” have been established. All citizens who are seeking clarification, more information or have complaint about the PRF are encouraged to fill out the FR-form for investigation, but can also be stated and submitted on a plain paper, following the Feedback and Resolution form contents. Individuals with difficulty in writing are encouraged to find someone capable of writing on their behalf (such as friends or relatives, members of MBOs, PRF staff, village or koumban FRC). All feedback in written form should be submitted to the feedback boxes.

Feedback can also be conveyed verbally by visiting PRF offices or during the regular meetings organized by the PRF at the different stage of the PRF Cycle. All feedback received must be recorded on the FR-Form by the PRF staff, and the PRF staff will provide details of the next step to the informant which is then submitted to the feedback box by the informant. In addition, the koumban-level FR Committee members will pay annual visits to select villages in their koumban in order to hold meetings with community members and solicit their feedback in a more proactive manner.

MBO representatives on the FRCs, such as the Lao Women’s Union or the Lao Front for Reconstruction, are encouraged to take on a more proactive role in soliciting feedback from citizens. In order to stimulate demand for the FRM and encourage citizens to provide feedback, MBO representatives could pay regular visits to communities living in remote areas to collect their feedback and mediate them to the koumban level, for further sorting and processing. The selected representatives

of the MBOS along with the FRC members and the identified local intermediaries should receive training on FRM – in particular, on two-way communication and conflict resolution.

Beyond FRM, the PRF will maintain the regular communication channel through volunteers and MBOs between PRF and citizens, so they can provide feedback. Beyond the meetings envisaged in the PRF's project cycle, koumban committees could organize regular public hearings on project implementation, where citizens would have an opportunity to voice their concerns and suggestions. Such public hearings could help the government institutionalize participation of the poor in the policymaking processes in the country over time.

5. *Sorting and Processing*

The Feedback Box is opened every two weeks by the FR Committee (at village, koumban, district and provincial levels) in the presence of all FRC members and recorded:

- At the village level, by the PRF village representatives who record the feedback in the Feedback and Resolution summary report which is then later shared with the PRF staff at the next Koumban meeting or through the monthly feedback reporting.
- At the koumban level, by the koumban facilitator who records the feedback in the Feedback and Resolution summary report which is then later shared with the PRF staff through the monthly Feedback reporting.
- At the district level, by the PRF CD Officer who records the feedback in the Feedback and Resolution summary report which is then later shared with the provincial PRF staff through the monthly feedback reporting.
- At the provincial level, by the PRF CD Officer who records the feedback in the Feedback and Resolution summary report which is then later shared with the PMT (Central level) through the monthly Feedback reporting.

Once it is recorded, all feedback received from the village, koumban, district and provincial level is collected at the district level. The responsible PRF district level staff enters the data based on the Feedback and Resolution reporting forms into the FRM database, which is then being tracked and reported on monthly basis to the PRF M&E unit at the central level.

During regular meeting organized at the different stage of the implementation of the PRF Cycle, feedback informants/complainants or their representatives are invited to enter in contact with PRF representatives from the District, provincial or national level to provide feedback. The PRF representatives will be responsible to fill the FR-form and the PRF staff will provide details of the next step to the informant. Depending on the type of feedback, the PRF representatives can decide to address, discuss and close the Feedback received during the meeting. In this case, the PRF representatives will be responsible to bring the FR-form to the FRC at the district level (PRF staff member of the FRC) and provide all the relevant information to fill the Feedback and Resolution report.

During office hours, the M&E Unit will answer the toll free hotline; E-mail and feedback received through the PRF website and provide direct informant/complainants with answers and information providing solutions to their concerns. Outside of the office hours, informants/complainants will have access to answering machine. Their feedback will be recorded so that the M&E Unit or relevant PRF Unit can respond later. In all cases, the M&E Unit will be responsible to fill the Feedback and Resolution form and send it to the relevant level (FRC at the village, koumban, district, provincial or national level) for information or for further action/respond, including investigation if necessary. The

informants/complainants will also be informed of the number of the National Assembly hot line as another option to provide their feedback.

6. Acknowledgement and Follow Up

Following the receipt of feedback, informants/complainants (if not anonymous) are informed of the receipt of their feedback from 1 day to 2 weeks following the feedback submission date, and depending on the communication channel used. The initial acknowledgement should: outline the feedback process; provide contact details and preferably the name of the contact person that is responsible for handling the feedback case; and note how long it is likely to take to resolve the feedback. Informants should periodically be updated on the status of their feedback.

Procedures	Feedback Channel	Response Time	Responsible Unit/Institution	Means of Verification/Documentation
Step 1 – Village Level	<p>Village FRC members and PRF staff</p> <p>Public place accessible to informant/complainant/beneficiaries or PAPs (feedback box at the PRF information board)</p> <p>Toll free hot line</p> <p>Regular PRF meeting at the village level during the project cycle preparation and implementation</p>	<p>Resolution within 1-3 weeks.</p> <p>Feedback box open every 2 weeks. Response within 1 week. Informant/complainant/ beneficiaries or PAPs regularly updated on the progress of their feedback during PRF meetings all along PRF cycle.</p> <p>Hot line accessible 24 hours a day.</p> <p>Response within 1 week. Informant/complainant/ beneficiaries or PAPs regularly updated on the progress of their feedback on a monthly basis.</p> <p>Regular PRF Meeting. Response within 1 day to 1 week. Informant/complainant/ beneficiaries or PAPs regularly updated on the progress of their feedback during PRF meetings all along PRF cycle.</p>	<p>FRC at the village level (neo Hom and village head).</p> <p>Upper level if the case cannot be solved at this level</p>	<p>Written Feedback and Resolution form, through the FRC.</p> <p>Monthly submission of the Feedback and Resolution Report to the Koumban FRC with all relevant information and progress</p>
Step 2 – Koumban Level	<p>FRC at the koumban level (koumban facilitators and members of the koumban</p>	<p>Resolution within 1-3 weeks.</p> <p>Feedback box open every 2 weeks. Response within 1 week. Informant/complainant/ beneficiaries or PAPs regularly updated on the progress of their feedback during PRF meetings all</p>	<p>FRC at the koumban level (koumban facilitators and members of the</p>	<p>Written Feedback and Resolution form, through the FRC.</p> <p>Monthly</p>

	<p>committee).</p> <p>Public place accessible to informant/complainant/beneficiaries or PAPs (feedback box at the PRF information board)</p> <p>Toll free hot line</p> <p>Regular PRF meeting at the koumban level during the project cycle preparation and implementation</p>	<p>along PRF cycle.</p> <p>Hot line accessible 24 hours a day. Response within 1 week. Informant/complainant/ beneficiaries or PAPs regularly updated on the progress of their feedback on a monthly basis.</p> <p>Regular PRF Meeting. Response within 1 day to 1 week. Informant/complainant/ beneficiaries or PAPs regularly updated on the progress of their feedback during PRF meetings all along PRF cycle.</p>	<p>koumban committee).</p> <p>Upper level if the case cannot be solved at this level</p>	<p>submission of the Feedback and Resolution Report to the District FRC with all relevant information and progress</p>
Step 3- District Level	<p>PRF Office (feedback box at the PRF information board)</p> <p>Toll free hot line</p> <p>Regular PRF meeting at the district level during the project cycle preparation and implementation</p> <p>Dedicated E-mail and website</p>	<p>Feedback box open every 2 weeks. Response within 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback during PRF meetings all along PRF cycle.</p> <p>Hot line accessible 24 hours a day. Response within 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis.</p> <p>Regular PRF Meeting. Response within 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback during PRF meetings all along PRF cycle.</p> <p>Dedicated E-mail website: 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis.</p>	<p>FRC at the District level (PRF Coordinator).</p> <p>Upper level if the case cannot be solved at this level</p>	<p>Written Feedback and Resolution form, through the district FRC.</p> <p>Monthly submission of the Feedback and Resolution Report to the FRC at the provincial level with all relevant information and progress</p>
Step 4 – Provincial Level	<p>PRF Office (feedback box at the PRF information</p>	<p>Feedback box open every 2 weeks. Response within 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their</p>	<p>FRC at the Provincial level (PRF</p>	<p>Written Feedback and Resolution form, through</p>

	board) Toll free hot line Regular PRF meeting at the provincial level during the project cycle preparation and implementation Dedicated E-mail and website	feedback during PRF meetings all along PRF cycle. Hot line accessible 24 hours a day. Response within 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis. Regular PRF Meeting. Response within 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback during PRF meetings all along PRF cycle. Dedicated E-mail website: 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis.	Coordinator). Upper level if the case cannot be solved at this level	the provincial FRC. Monthly submission of the Feedback and Resolution Report to the PMT (M&E Unit) with all relevant information and progress
Step 5 – National Level	Toll free hot line Regular PRF meeting at the National level during the project cycle preparation and implementation Dedicated E-mail and website	Hot line accessible 24 hours a day. Response within 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis. Regular PRF Meeting. Response within 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback during PRF meetings all along PRF cycle. Dedicated E-mail website: 1 day to 1 week. Informant/complainant/ beneficiaries regularly updated on the progress of their feedback on a monthly basis.	M&E Unit at the PRF Central level	Written Feedback and Resolution form, through the M&E Unit at the central level. Feedback Quarterly submission of the Feedback and Resolution Report to the PMT (M&E Unit) with all relevant information and progress

7. Verification and Action

FRCs are responsible to handle all the cases, categorize them based on the completed Feedback and Resolution form, and decide on whom to consult and the subsequent actions. When a case has been referred for investigation, the feedback committee at village and/or koumban level will investigate the cases, discuss and consult with the involved/affected parties. All feedback will initially be dealt with at the local village or koumban level. If a case cannot be solved at the village or koumban level, it will then

be transferred to the next, district level for further investigation. If the case could not be resolved at the district level, then the case will be transferred to the provincial level.

Feedback may be of various types. Below are examples of expected cases and possible next steps to resolve the issues:

Types of Feedbacks	Possible Next Steps
<p>1. General inquiry about the program (e.g. lack of understanding of program rules, procedures).</p>	<p>FRC at all levels including PRF staff have the right and responsibility to reply and give the clear information about PRF to all stakeholders. It will be done directly through the toll free hot line, website and E-mail or during the regular PRF meetings organized at the various level during the PRF cycle implementation</p> <p>Some cases may require organizing a special workshop/meeting to provide the expected clarification to the informants.</p>
<p>2. Program regulation and principles are not followed.</p>	<p>FRC at the relevant level (to which the case is assigned) gathers information.</p> <p>If necessary, FRC organizes the fact finding mission. After the facts are gathered, FRC may organize internal meetings to raise and clear the issues to reach agreement between FRC and relevant parties. The fact finding mission should be conducted no later than 2 weeks after receiving the feedback form. In case the feedback cannot be solved during the fact finding mission, the FRC and the parties involved have to agree on the next step and dead line for implementation. The information will be then filled in the Feedback and Resolution report form for recording and prompt follow up.</p>
<p>3. Inappropriate intervention by (outside) parties.</p>	<p>FRC at the relevant level gathers information.</p> <p>If necessary, FRC organizes the fact finding mission. After the facts are gathered, FRC may organize internal meetings to raise and clear the issues to reach agreement between FRC and relevant parties. The fact finding mission should be conducted no later than 2 weeks after receiving the feedback form. In case the feedback cannot be solved during the fact finding mission, the FRC and the parties involved have to agree on the next step and dead line for implementation. The information will be then filled in the Feedback and Resolution report form for recording and prompt follow up.</p>
<p>4. Misuse of funds.</p>	<p>FRC shall organize a fact finding mission.</p>

	<p>After the facts are gathered, FRC may organize internal meetings to raise and clear the issues to reach agreement between FRC and relevant parties. The fact finding mission should be conducted no later than 2 weeks after receiving the feedback form. In case the feedback cannot be solved during the fact finding mission, the FRC and the parties involved have to agree on the next step and dead line for implementation. The information will be then filled in the Feedback and Resolution report form for recording and prompt follow up.</p>
<p>5. Dissatisfaction with received sub-projects (including discontent with the decision process or selection of subprojects).</p>	<p>FRC at the relevant level gathers information.</p> <p>If necessary, FRC organizes the fact finding mission. After the facts are gathered, FRC may organize internal meetings to raise and clear the issues to reach agreement between FRC and relevant parties. The fact finding mission should be conducted no later than 2 weeks after receiving the feedback. In case the feedback cannot be solved during the fact finding mission, the FRC and the parties involved have to agree on the next step and dead line for implementation. The information will be then filled in the Feedback and Resolution report form for recording and prompt follow up.</p>

8. Monitoring and Evaluation

Monitoring and Evaluation (M&E) is critical to the success of the FRM. Monitoring refers to the process of tracking request/complaints and assessing the extent to which progress is being made to resolve them. The MIS will include appropriate features for entering, tracking and monitoring of feedback. Evaluation refers to the analysis of feedback data so that policy and/or process changes can be made to minimize problematic issues in future. Analyzing feedback data helps management reorient project processes in order to increase project effectiveness. As such, reports on feedback data and trends (e.g. average time taken to resolve feedback, percentage of feedback providers satisfied with action taken, number of feedback resolved at first point of contact)¹ will be submitted on a quarterly basis. Senior project management should regularly monitor feedback resolution data and feedback trends in their progress review meetings. An independent review of the effectiveness and reliability of the FRM will be conducted annually, including feedback from those who have used it.

9. Response

For the FRM to function properly and to gain confidence of community members in the fairness of the Feedback process and the PRF's commitment to it, it is crucial that the response to informant/complainant' feedback is disseminated and that the final results of the Feedback process are

¹ Reports to management also typically include information on the number of feedback/complaints about a particular issue, spikes in feedback/complaints, geographical spread of feedback/complaints, characteristics of the feedback/complainants, etc.

shared with the community and in particular, with the informants/complainants themselves.² Ensuring such feedback loop would stimulate further feedback and help the community members build trust in the FM.

Cases received/resolved and its status in the resolution process should be reported to the community assuring anonymity at the village and koumban meetings. It is of utmost importance that informants/plaintiffs are not identified in public even in cases in which they are known to selected villagers (e.g., FRC who helped transcript the cases) unless announced voluntarily by the informants/plaintiffs.

10. Organizational Structure

At the national level

The national PRF office will be responsible for

- Overseeing the work of the feedback and Resolution committee at lower levels,
- Ensure that the feedback is acted upon expeditiously by the FRCs at different levels,
- Receives the feedback through the toll free hotline number, PRF website and E-mail and directs the cases to relevant levels and bodies for resolution if necessary,
- Follow-up on persistent problems in the field which may require national level intervention,
- Maintain the overall PRF Feedback database based on the inputs from the field,
- Evaluate and analyze the trends in the feedback and its resolution,
- Generate summary of the reports for senior management (in Quarterly Reports),
- Ensure that regular feedbacks are provided by the FRC at each level on the progress made in the resolution of the feedback received.

Feedback and Resolution Committee (FRC) will be formed to handle cases at the local level. Standing committees will be formed as follows:

At the provincial level

In addition to the PRF Coordinator at the provincial level, the FR committee should comprise the following entities:

- i) Vice Provincial Governor
- ii) Representative from Women Union
- iii) Representative from Youth Organization
- iv) Representative from Lao Front for National Construction
- v) Representative from Agriculture and Forestry Department (optional)
- vi) Representative from Education Department (optional)
- vii) Representative from Health Department (optional)
- viii) Representative from PWT Department (optional)

At the district level

² If feedback was provided anonymously, the response could be provided in the koumban information or accountability meeting. If the informant provides his/her personal details, the response should be provided directly to the informant, and with their consent, also shared with the community, whenever possible.

In addition the PRF coordinator at the district level, the FR committee should comprise the following entities:

- i) Vice District Governor
- ii) Representative from Women Union
- iii) Representative from Youth Organization
- iv) Representative from Lao Front for National Construction
- v) Representative from Agriculture and Forestry Department (optional)
- vi) Representative from Education Department (optional)
- vii) Representative from Health Department (optional)
- viii) Representative form PWT Department (optional)

At the Koumban level

In addition to one Koumban facilitator, three members from the Koumban Committee must be included in the FRC.

At the village level

In addition to two PRF village representatives (one male and one female), the FRC will comprise of the members of the Village Committee, including:

- 1) Neo Hom
- 2) Village head
- 3) Lao Women Union
- 4) Lao Youth Union
- 5) Village Police
- 6) Village Army

PRF Staffing and Organization - Feedback and Resolution Process

National Level: ***CD unit and M&E unit***
Summarize types and number of feedback received and resolved in the Quarterly Reports.
Manage the master MIS database and oversee the system.
Receives the feedback through the free toll hotline number and directs to responsible bodies for resolution/investigation.

Provincial Level ***PRF staff***
Enter data to MIS database; send electronic copy. The Box should be opened and examined every two weeks by FRC members and summary report to the national office every quarter. PRF staff is also FRC member.

Feedback and Resolution Committee (FRC)
Resolve cases brought up to this level.

District Level: ***PRF staff***
Enter data to MIS database; send electronic copy. The Box should be opened and examined every two weeks by FRC members and report brief summary of cases received/resolved to provincial office every month. PRF staff is also FRC member.

Feedback and Resolution Committee (FRC)
Resolve cases brought up to this level. Cases unresolved at this level must be passed onto the provincial level. PRF district staff must be included in FRC.

Koumban Level: ***Feedback and Resolution Committee (FRC)***
Resolve all cases reported verbally and/or submitted to “Feedback Box.” Box should be opened and examined every two weeks by FRC members, and brief summary of cases received/resolved is submitted to PRF district office monthly. Cases unresolved at this level must be passed onto the district level.

Village Level: ***Feedback and Resolution Committee (FRC)***
Resolve all cases reported verbally and/or submitted to “Feedback Box.” Box should be opened and examined every two weeks by FRC members, and brief summary of cases received/resolved is submitted to the koumban committee every month. Cases unresolved at this level must be passed onto the koumban level.

11. Training

All the above mentioned Committees will require training on the FRM– its principles and procedures on handling cases. Modules for training sessions used in Phase I will be modified by the CD and M&E units at the national level, emphasizing the principle of confidentiality, enhanced engagement of MBOs, and increased usage of the system by vulnerable groups within each community. Module should also stress the importance of transparency and timeliness in resolution process.

Training shall be targeted to National and local PRF staff and prospective members of FRC at all levels, but the system should be well communicated to the communities as well. In the next Accountability meeting at the koumban level (March 2011), district coordinators in the pilot districts should organize workshops with the koumban team and koumban FRC committee members to teach the new rules and principles of the system. Members of MBOs, as prospective members of FRCs, are also expected to attend these workshops.

During the monitoring of the implementation of the sub-projects of the Cycle VIII, district coordinators and PRF Community Development Officers should organize trainings of the members of the FRC at the village level, and will be followed by a meeting with communities to inform them about the new rules and principles of the system and the main channels of communication available to provide feedback.

Trainings will use the revised version of the IEC tools developed by the CD team on FRM (poster, brochures, radio spot) and will also use role play to ensure active participation of the trainers and put them in real situation to assess their understanding and adoption of the new FRM.

It is also recommended that a module be included in field staff training sessions so that all PRF staff is familiar with the system.

12. Summary of the enhancements of the PRF's FRM for the 2011 pilot

Short-Term Actions	Medium-Term Actions	Long-Term Goal
<ul style="list-style-type: none">○ Stimulate demand for the FRM through enhancement of the IEC campaign:<ul style="list-style-type: none">▪ Publicize the existence and importance of the FRM▪ Explain the Feedback and Resolution process (incl. the processing timeline and types of feedback)▪ Clarify that there is no financial charge for providing feedback▪ Clarify that feedback is welcome as it helps maintaining/improve project policies, and	<ul style="list-style-type: none">○ Introduce multiple formal uptake channels (e.g. hotline, text messaging system, letters, project website)<ul style="list-style-type: none">○ Provide training to Feedback and Resolution Committees, traditional intermediaries, and MBOs where possible○ Formalize and strengthen the village level FRM:<ul style="list-style-type: none">▪ Encourage community members to provide feedback to elders, monks, or other intermediaries▪ Link up the traditional	<p>Build strong commitment on part of the PRF management and staff to the FRM and its principles as a means of confirming/strengthening the PRF's overall performance, transparency, and people's participation!</p>

service delivery

- Clarify the principles of anonymity and fairness
- Remove the requirement for provision of personal details on the feedback form on the PRF website
- Disseminate the results of the Feedback and Resolution process

intermediaries with FRM

- Stimulate feedback through proactive involvement of Mass-Based Organizations (MBOs)
 - Enhance training on FRM (two-way communication and conflict resolution) for PRF staff and volunteers to ensure clarity about the process
 - Ensure clear distribution of roles and responsibilities in FRM among the PRF staff
 - Ensure proper Feedback and Resolution processing and documenting
 - Introduce regular analysis of Feedback and Resolution reports (M&E)

Feedback and Resolution Form

Province:..... District:..... Koumban:..... Village:.....

Feedback to be transferred to the Feedback Resolution Committee at

- Province level District level Koumban level Village level

Date: / /

Describe the cases in detail for prompt investigation. To assure confidentiality, we will **not** ask for your identity, unless you specify voluntarily. The Feedbacks/problems are as follows:

Date of the event you would like to provide feedback:.....

Location of the event:.....

Person involved:.....

Nature of the feedback (please describe the information you would like to communicate):

.....
.....
.....
.....
.....
.....
.....
.....

What is your request?

.....
.....

We hereby propose this matter for you to consider or to review and to help us to solve the problem.

Feedback and Resolution Agreement Form

Province:..... District:..... Koumban:..... Village:.....

Agreement was made by Feedback and Conflict Resolution Committee at

Province level District level Koumban level Village level Other specify:.....

Date: / /

FCRC organized the investigation of Feedback Register No.: at:

Province..... District:..... Koumban:..... Village:.....

At the meeting it was agreed that:

.....
.....
.....
.....
.....

This agreement is signed to confirm by all parties involved that the feedback case is closed, and no problem remains.

Participant and Witnesses

Feedback Concerned Persons (Name of persons who were involved in the case in some way. Note that this does NOT apply to the plaintiffs - name of plaintiffs shall be kept confidential unless complainant(s) requested otherwise.)

<u>Name</u>	<u>Position</u>	<u>Signature</u>
1		
2		
3		
4		

Feedback and Conflict Resolution Committee

<u>Name</u>	<u>Position</u>	<u>Signature</u>
1		
2		
3		
4		

At: _____ Date: ____ / ____ / ____
(Signature and Stamp from the Government representative)

Feed back and Resolution Report Form

1/ Reporting Level

Report from Feedback and Conflict Resolution Committee at:

Village	
Koumban	
District	
Province	

2/ Reporting period

From / / to / /

3/ Summary

<u>Total of feedback received</u>	
<u>Total of feedback solved</u>	
<u>Total of feedback not yet solved</u>	

4/ Details of the feedback received

Refer to table below

Date:...../...../.....

Signature and stamp from FRC

