

[WORKSHEET] Cut outs: Steps to set up and run a community feedback mechanism

Instructions: Cut a set of steps per group and mix them.

Get management & staff buy-in & support	Collect and document feedback
Learn from and about the community	Answer feedback, refer and follow up
Plan feedback mechanism according to community preferences	Analyse feedback data to understand key questions, concerns, rumours etc.
Train staff & volunteers in feedback mechanism and PSEA	Share community feedback with relevant colleagues & partners
Use different channels to raise awareness about feedback mechanism	Take action & adapt programmes
Evaluate feedback mechanism	