

Tool 6

FCRM Standard Operating Procedures Template

This tool will support teams to develop standard operating procedures for feedback, complaints and response mechanism implementation in their operating context.

The purpose of the standard operating procedures (SOPs) is to document processes and protocols required for quality FCRM implementation. The program manager should complete the SOPs with input from MEAL staff and other project team members. Please adapt this template to the specific needs of your FCRM and ensure it is updated as the FCRM evolves and improves. It is recommended that all tools and supporting materials are included as annexes and that each annex is referenced or described in the SOP narrative.

Background: Scope of project, donor requirements for FCRM, partner safeguarding policies, agency safeguarding, MEAL policies and requirements, FCRM categories (with local examples or sub-categories if applicable), integration with consortium partners' FCRM and CP-level FCRM (if applicable), and staffing structure, along with key FCRM roles. Annex: FCRM flowchart, FCRM roles and responsibilities table, and FCRM categories.

Feedback and complaints channels: Name and description of each feedback and complaints channel; access details for each channel (e.g., hours of help desk or number for hotline or languages available); process for documenting feedback and complaints (including through face-to-face channels); plans for acknowledgement, and feedback and complaints for each channel. Annex: Data collection tools, acknowledgement scripts.

Response channels: Name and description of each response channel; project-level commitment for response time to each feedback and complaint category. Annex: FAQs, response scripts, referral maps.

Escalation of sensitive complaints: Local procedures for escalation of sensitive complaints in accordance with donor and agency policies, the name and contact information of the focal point for sensitive complaints (country representative or staff safeguarding focal point). Annex: FCRM flowchart, scripts for responding to protection or safeguarding concerns.

FCRM communication: Communication approaches for community awareness of FCRM, access to each feedback and complaint channel, access to response channels, expectations for response associated with each FCRM category, consent process, appeal process, and the agency Code of Conduct. Annex: Communication plan and associated materials.

Description of data management system: Data management system used, access to and data protection for sensitive complaints, consolidation of partner-level DMS or registries among partners, relevant national and local regulations for data protection, plans for quality checks on system completeness. Annex: DMS template or registry.

Data analysis: Approach for and frequency of analysis, comparison groups for tracking trends (e.g., male and female, use of each channel), plans for calculating response rate (against timeline commitments), and data visuals to support interpretation of trends.

Data use: Plans for the use of feedback data and trends in adaptive management processes (i.e., quarterly and annual reflection meetings).

Effectiveness check: Plans for checking effectiveness of FCRM during reflection events (i.e. quarterly) and annual effectiveness checks and/or integration with evaluation events (i.e., timing, methods and reflection questions).

Plans for FCRM sustainability or close-out: Plans for handover or close-out of FCRM or sustaining the system, and de-identification and archiving of FCRM data.

Annex: Feedback and response categories (see *Tool 1*)

Annex: FCRM flowchart

Annex: Data collection tools

Annex: FAQs for answering questions or information requests

Annex: Script for acknowledgement by channel or category

Annex: Referral map

Annex: Communication plan

Annex: Communication materials

Annex: FCRM registry template

Annex: FCRM roles and responsibilities table (see *Tool 10*)

Annex: Scripts for responding to protection or safeguarding concerns