

# Community Feedback and Response Mechanism (CFRM)



**ARS-Bangladesh**

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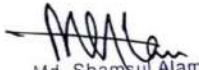
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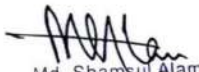


## 1. Introduction

ARS-Bangladesh is deeply committed to maintaining an open and transparent dialogue with the communities we serve. Recognizing the importance of community engagement and accountability, we have established a Community Feedback and Response Mechanism (CFRM). This mechanism is designed to ensure that our programs are responsive to the needs of the community, enhance our accountability, and promote continuous improvement in our service delivery. The CFRM serves as a bridge between ARS-Bangladesh and the community, facilitating an ongoing exchange of information, concerns, and suggestions that contribute to the overall effectiveness and relevance of our work.

## 2. Objectives

1. **Enhance Accountability:** Our primary objective is to ensure that ARS-Bangladesh remains accountable to the communities we serve. We aim to achieve this by actively seeking feedback, addressing concerns, and implementing changes based on community input. This fosters a sense of ownership and responsibility among community members and ensures that our actions are aligned with their expectations and needs.
2. **Improve Program Quality:** Community feedback is invaluable for improving the relevance, effectiveness, and quality of our programs. By incorporating community insights, we can tailor our programs to better meet the specific needs and preferences of the people we serve, ensuring that our interventions are impactful and sustainable.
3. **Foster Trust and Transparency:** Trust is the foundation of a successful community relationship. Through transparent communication and responsive actions, we aim to build and maintain trust with community members. This involves being open about our processes, decisions, and the rationale behind our actions, as well as providing regular updates on how community feedback is being utilized.
4. **Empower Communities:** We believe in the power of community participation in decision-making processes. By encouraging and facilitating community involvement, we empower individuals and groups to take an active role in shaping the programs and initiatives that affect them. This leads to more informed decisions and a greater sense of community ownership.

  
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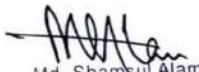


### 3. Principles

1. **Accessibility:** It is essential that our feedback mechanisms are easily accessible to all community members, including marginalized groups. This means providing multiple channels for feedback, ensuring these channels are widely publicized, and making them available in languages and formats that are accessible to everyone.
2. **Confidentiality:** Guaranteeing the confidentiality of those providing feedback is crucial. This ensures that community members feel safe and secure when sharing their concerns or suggestions, without fear of reprisal or negative consequences.
3. **Transparency:** Transparency is key to building trust. We commit to being open about how feedback is handled, the processes in place for addressing it, and the actions taken in response. This includes regular reporting and communication with the community about the status and outcomes of their feedback.
4. **Timeliness:** Responding to feedback promptly is important to demonstrate our commitment and build trust. Timely responses show that we value the input of community members and are dedicated to addressing their concerns efficiently.
5. **Inclusivity:** Inclusivity ensures that all segments of the community are engaged and their voices heard. This involves proactive efforts to reach out to underrepresented groups and ensuring that diverse perspectives are considered in our decision-making processes.

### 4. Components of the CFRM

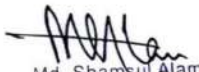
1. **Feedback Channels:** We have established multiple channels for community feedback to ensure accessibility and convenience for all community members:
  - **Hotline:** A dedicated phone line that community members can call to voice their concerns, suggestions, and complaints. This hotline is staffed by trained personnel who can handle inquiries and document feedback accurately.
  - **Email:** A specific email address has been created for receiving feedback from community members. This provides a convenient and confidential way for individuals to share their thoughts and concerns.

  
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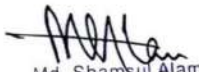


- **Suggestion Boxes:** Physical suggestion boxes are placed in accessible locations within the community, allowing individuals to submit written feedback anonymously if they prefer.
  - **Community Meetings:** Regularly scheduled meetings provide a platform for community members to provide feedback in person. These meetings are facilitated by trained staff to ensure constructive dialogue and effective resolution of issues.
  - **Online Platforms:** Utilizing social media and online forms, we gather feedback from community members who prefer to engage digitally. This is particularly useful for reaching younger demographics and those who are more comfortable with technology.
2. **Awareness and Promotion:** To ensure community members are aware of the feedback channels available to them, we undertake various awareness and promotional activities:
- **Information Campaigns:** These campaigns inform community members about the available feedback channels, their purpose, and how to use them. This includes distributing flyers, posters, and other informational materials in community centers, schools, and public places.
  - **Community Workshops:** Workshops are organized to educate community members on the importance of providing feedback, how to do so effectively, and the impact their feedback can have on our programs.
3. **Receiving and Recording Feedback:** To handle feedback efficiently, we have put in place robust processes and trained personnel:
- **Trained Staff:** Designated staff members are trained to receive and document feedback accurately and respectfully. They are equipped with the skills to handle sensitive information, maintain confidentiality, and provide appropriate responses.
  - **Feedback Log:** A detailed log of all feedback received is maintained, including the nature of the feedback, date, and any actions taken. This log is regularly reviewed to ensure that issues are addressed promptly and effectively.
4. **Processing and Analyzing Feedback:** Effective feedback processing and analysis are essential for identifying common themes and areas of concern:

  
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- **Categorization:** Feedback is categorized to identify recurring issues and themes. This helps us understand the most pressing concerns and prioritize our responses accordingly.
  - **Analysis:** Detailed analysis of feedback allows us to uncover underlying issues and trends that require attention. This involves looking beyond individual comments to identify broader patterns and systemic issues.
  - **Regular Reviews:** Regular reviews of the feedback log are conducted to ensure timely identification and resolution of issues. These reviews involve key stakeholders and help us stay on top of emerging concerns.
5. **Responding to Feedback:** Responding effectively to feedback involves several steps:
- **Action Plan:** For each significant piece of feedback, an action plan is developed. This plan outlines the steps we will take to address the issue, specifies responsible parties, and sets timelines for completion.
  - **Communication:** Communicating back to the community about the actions taken in response to their feedback is crucial. This includes providing updates on the status of issues, explaining the rationale behind decisions, and highlighting the positive changes made as a result of community input.
  - **Follow-up:** Follow-up with community members ensures that their concerns have been adequately addressed. This involves checking in with individuals who provided feedback to see if they are satisfied with the actions taken and if further improvements are needed.
6. **Monitoring and Evaluation:** Ongoing monitoring and evaluation help us assess the effectiveness of the CFRM and make necessary adjustments:
- **Performance Indicators:** Key performance indicators (KPIs) are established to monitor the effectiveness of the CFRM. These indicators include measures such as the number of feedback submissions, response times, and community satisfaction levels.
  - **Feedback Satisfaction Surveys:** Periodic surveys are conducted to gauge community satisfaction with the CFRM. These surveys help us understand how well the mechanism is working and identify areas for improvement.

  
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- **Continuous Improvement:** Based on feedback and evaluation results, the CFRM is regularly reviewed and updated. This ensures that the mechanism remains relevant, effective, and responsive to the changing needs of the community.

## 5. Implementation Plan

### 1. Phase 1: Planning and Setup:

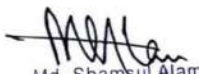
- **Stakeholder Engagement:** Engage key stakeholders, including community leaders, to discuss the design and implementation of the CFRM. This involves holding consultations and workshops to gather input and build consensus on the best approaches to take.
- **Resource Allocation:** Allocate necessary resources, including staff, technology, and materials, for the effective implementation of the CFRM. This includes budgeting for communication materials, training programs, and operational costs.
- **Training:** Train staff on how to handle feedback, maintain confidentiality, and communicate effectively with community members. This training covers the principles and processes of the CFRM, as well as specific skills such as active listening and conflict resolution.

### 2. Phase 2: Awareness and Launch:

- **Launch Campaign:** Conduct an extensive campaign to inform the community about the new CFRM, including how and where to provide feedback. This campaign uses multiple channels, such as local media, social media, community events, and informational materials.
- **Launch Event:** Organize a launch event with community leaders and members to introduce the CFRM and demonstrate its use. This event serves as a platform to showcase the importance of the mechanism and encourage community participation.

### 3. Phase 3: Implementation and Operation:

- **Operationalize Channels:** Ensure all feedback channels are operational and accessible. This involves setting up hotlines, email addresses, suggestion boxes, and online platforms, and ensuring they are properly maintained.

  
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- **Continuous Promotion:** Continuously promote the CFRM through community engagement activities. This includes ongoing information campaigns, regular updates in community meetings, and reminders through various communication channels.
- **Feedback Handling:** Start receiving, processing, and responding to feedback as per the established procedures. This involves documenting all feedback, analyzing it, developing action plans, and communicating back to the community.

#### 4. Phase 4: Monitoring and Evaluation:

- **Regular Monitoring:** Continuously monitor the use and effectiveness of the CFRM. This involves tracking feedback submissions, response times, and the resolution of issues.
- **Quarterly Reviews:** Conduct quarterly reviews to assess performance and identify areas for improvement. These reviews involve key stakeholders and help ensure that the CFRM remains effective and responsive.
- **Annual Evaluation:** Perform an annual evaluation to measure the overall impact and effectiveness of the CFRM. This evaluation looks at the long-term outcomes of the mechanism and provides insights for strategic adjustments.

## 6. Roles and Responsibilities

### 1. CFRM Coordinator:

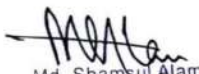
- Oversee the implementation and operation of the CFRM.
- Ensure all feedback is documented, analyzed, and addressed promptly.
- Report regularly to senior management on the status and effectiveness of the CFRM.

### 2. Feedback Officers:

- Receive and document feedback from various channels.
- Ensure confidentiality and respectful handling of all feedback.
- Assist in analyzing feedback and developing action plans.

### 3. Community Liaison Officers:

- Promote the CFRM within the community.

  
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- Facilitate community meetings and workshops.
- Provide support to community members in using the feedback channels.

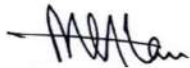
#### 4. **Senior Management:**

- Provide strategic direction and support for the CFRM.
- Ensure the necessary resources are allocated for its effective implementation.
- Review reports and make decisions based on feedback analysis.

## 7. Conclusion

The Community Feedback and Response Mechanism (CFRM) is a vital component of ARS-Bangladesh's commitment to accountability, transparency, and continuous improvement. By establishing an effective CFRM, we ensure that the voices of the communities we serve are heard and acted upon, thereby enhancing the relevance, quality, and impact of our programs. Through ongoing engagement and responsiveness, ARS-Bangladesh will continue to build trust and foster a collaborative relationship with the communities we aim to support. The successful implementation of the CFRM will not only improve our programs but also empower communities, making them active partners in their own development and well-being.

Approved by:



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Executive Director

Date: 25.09.2020

