

# HO 3: Sample of Feedback Mechanism Sensitive Complaint

## Background

The feedback below was received four weeks after the project started. In every case, you need to process this feedback, including the acknowledgment to the person giving the feedback.

## Feedback received through the project feedback mechanism

*“During the distribution last week one of your colleagues told me I can get extra hygiene items if I share my phone number with him. I thought it was okay because I have a big family. Then he touched me in a strange way when he was handing over the items. This made me feel very stressed and upset. He also told two of my friends that he will visit them at night. He took their phone numbers. My friend said that he touched her. This made her very unhappy. Since then, I haven’t slept properly because I am always thinking about this. I didn’t give him my phone number because I was very upset.”*