



USAID
FROM THE AMERICAN PEOPLE



HO 4: SIMEX Form

Organization: _____

TASK

In your teams, please show how sensitive feedback would be received and managed according to your feedback mechanism Standard Operating Procedures (SOPs) and referral pathway. On the form below or on flip-chart paper, please write the roles and responsibilities, timeline and process that will be used to receive and manage the feedback.

ROLES AND RESPONSIBILITIES

Explain who will be responsible for what actions to respond to the complaint.

TIMELINE

Explain when each action will take place.

PROCESS

Explain the process that will be used to manage the complaint and give support to the survivor.