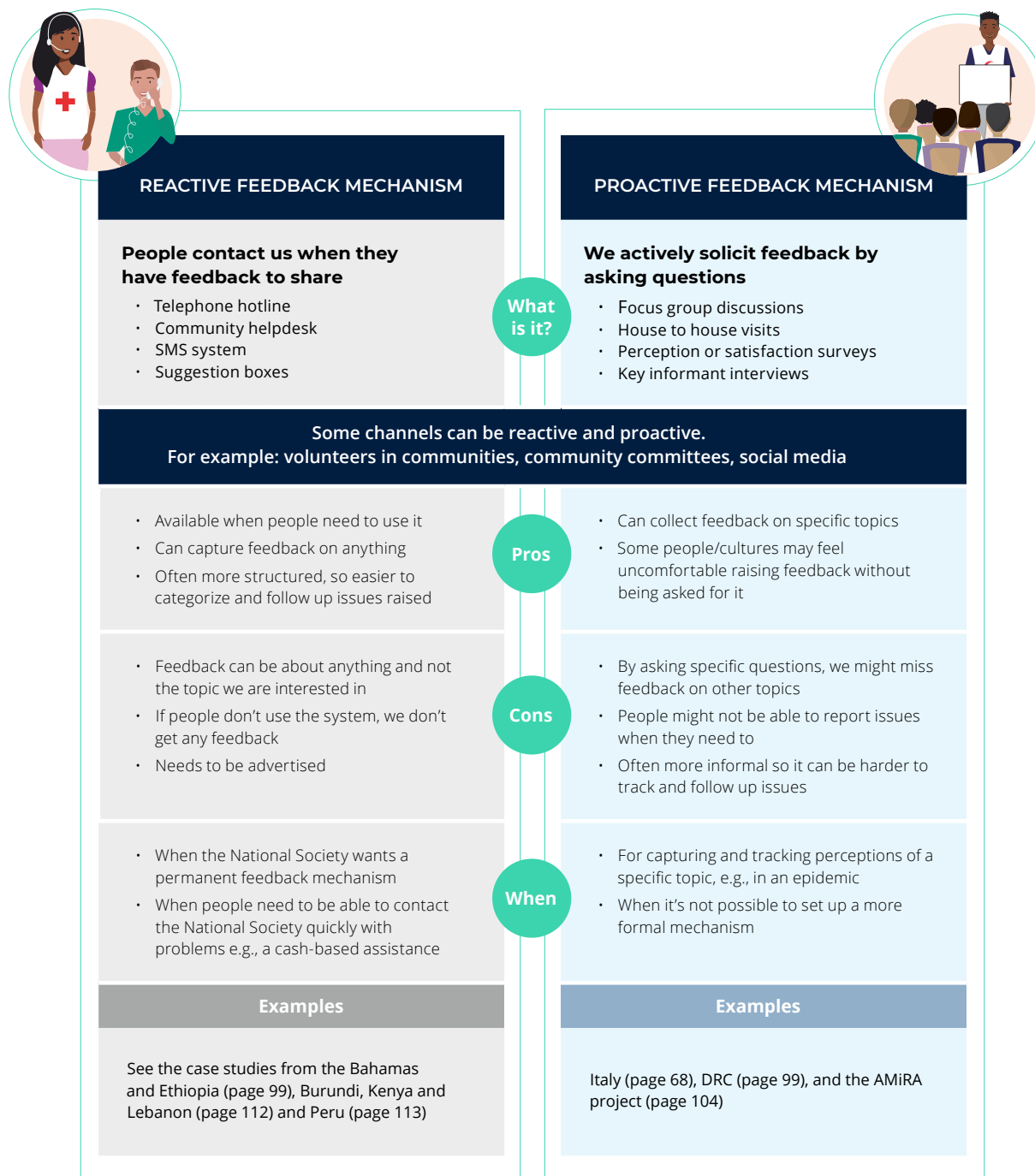


Types of feedback mechanisms

There are two main ways to collect community feedback. Through a reactive system where people come to us when they have feedback to share (e.g., a telephone hotline), or a proactive system, where we actively solicit feedback (e.g., focus group discussions). **Both are important and the best feedback mechanisms will use a mix of proactive and reactive methods.**



This figure is from A Red Cross Red Crescent Guide to Community Engagement and Accountability (2019), Module 6: Community Feedback Mechanisms, p. 105.