Feedback and complaint form template

**Purpose:** All relief/cash transfer programmes should include a feedback/complaint system, to deal with all possible problems that might occur and answer enquiries from beneficiaries. Whether at an information kiosk in the community, at a feedback/complaint table on a distribution site or through a Red Cross Red Crescent contact phone number, beneficiaries must be able to address their issues to the programme team. Using a feedback/complaint form will ensure that all feedback/complaints are tracked and that adequate actions have been undertaken.

**How to complete the tool:** Pay particular attention to the ‘feedback/complaint’ field, where it is important to give as much details as possible. Regularly check on feedback/complaints form log book (or file, if there is an electronic version) to verify that staff have followed up and have contacted the beneficiaries to provide answers to their enquiries.

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| **No.** | **Date received** | **Full name of beneficiary** | **Beneficiary  phone number** | **Beneficiary ID number** | **Feedback/complaint** | **Name of receiver** | **Follow up** | **Date completed** |
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