<table>
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<th>PLAN</th>
<th>ACT</th>
<th>IMPROVE</th>
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| • We will ensure **adequate resourcing** (budget and staff) to set-up, run, utilise and continually improve the FAM.  
• We will **foster an organizational culture** that promotes transparency and accountability to communities.  
• We will ensure our partners **uphold our values and standards for FAMs**, understand and are committed to accountability.  
• We will always **base our FAM on a deep understanding** of the local operational and cultural context and power dynamics, paying particular attention to needs and preferences of programme participants, especially women, children and people with disabilities.  
• We will **never place the burden** of identifying which organisation or programme is responsible for a particular activity or behaviour, on those seeking to provide feedback.  
• We will identify **suitable agencies** able to respond to requests of assistance we are unable to provide and to support us with competencies we don’t possess.  
• When developing the FAM, we will aim to consult with the **full spectrum of community members**, paying particular attention to different levels of ability and inclusion and holding **separate consultations** with people who hold different levels of power.  
• We will consult on both the preferred ways to communicate with us AND for us to respond for BOTH sensitive and non-sensitive feedback and complaints.  
• We will **repeat consultations at regular intervals and at least once per year.** | • We create opportunities for all community members to provide feedback regardless of age, gender and ability, including the most marginalised, **across of CARE’s full geographic presence within one month** of starting activities (humanitarian) or **three months** (development).  
• We will develop FAMs that include at least **one collective (public) channel** and **one individual (private/confidential) channel** and at least **one static channel and one active channel accessible to all.**  
• We will develop and share procedures, **assign roles and responsibilities** to ensure all feedback is processed according to our standards.  
• We will **widely publicise the FAM across CARE’s full geographic presence, including timelines and modalities for responding to feedback.**  
• We will **always acknowledge and respond to feedback** according to the established modalities and timelines and ensuring that confidentiality is maintained throughout.  
• We will **record, categorise and systematically track all feedback** and complaints from receipt through to response and adaptation, always recoding and storing separately sensitive complaints in a secured database.  
• We will take every step necessary to **protect individuals who provide feedback and complaints in good faith from retaliation, whether or not their complaints are upheld after investigation.**  
• We will aim to process the majority of feedback **within two weeks** (humanitarian) or **one month** (development) – total time from receipt to response  
• We will always analyse feedback to understand the **perspectives of different groups**, especially women, girls and disadvantaged groups, and share that analysis with decision-makers.  
• We will triangulate and **disaggregate feedback data** (by sex, location, channel etc.) and identify themes and patterns in our analysis to reach an accurate understanding of the feedback.  
• We will aim to **involve project participants** in making sense of the feedback received and in defining responses when appropriate. | • We will always acknowledge and **respond to the provider** of the feedback (unless anonymous) explaining what we intend to do in response.  
• We will **publicly inform the community** of feedback received and the actions we have taken in response by sharing an anonymised summary of the main themes.  
• We will aim to **complete investigations on sensitive reports within two months and keep those personally affected abreast of progress always according to their preferences.**  
• We will **make concerted effort to adapt** our activities in response to feedback when relevant, especially to **increase safety, participation and equitability.**  
• We will **monitor the adaptations** we make to our activities to learn and improve.  
• When appropriate, we will **involve project participants** in developing adaptations and solutions we will make to our activities.  
• We will **review and use the analysis** of feedback data to inform our programmatic decisions – **every month** (humanitarian) or **every three months** (development).  
• We will ensure that program adaptations and analysis of feedback data are **documented and shared** with technical teams and relevant colleagues to feed into the design of new programs.  
• We will review the FAM’s effectiveness and relevance **every 3 months** (humanitarian) or **every 6 months** (development) including through consultation with community members. |