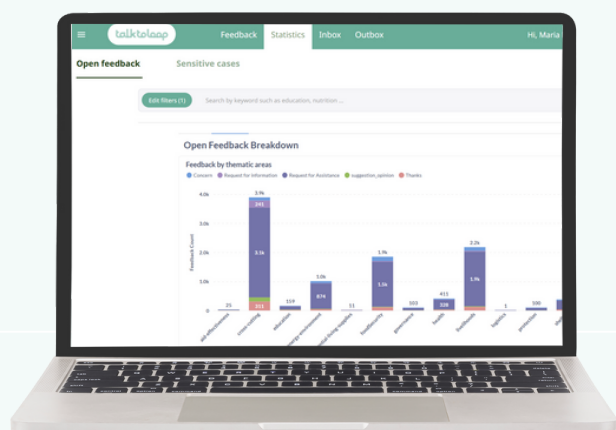
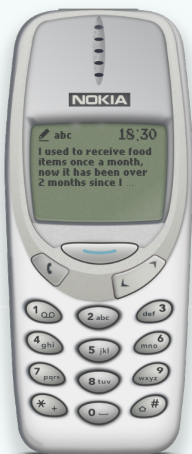
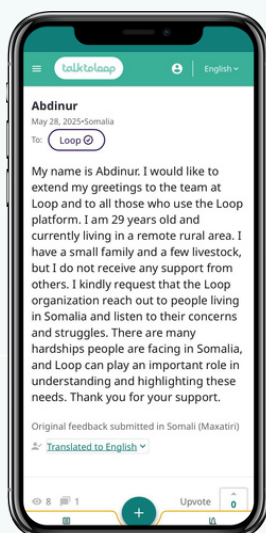


Introducing talk to loop

Talk to Loop is a secure, accessible, digital and independent feedback tool for crisis-affected communities. It allows them to share feedback in their own language, at their convenience, and on a familiar device.

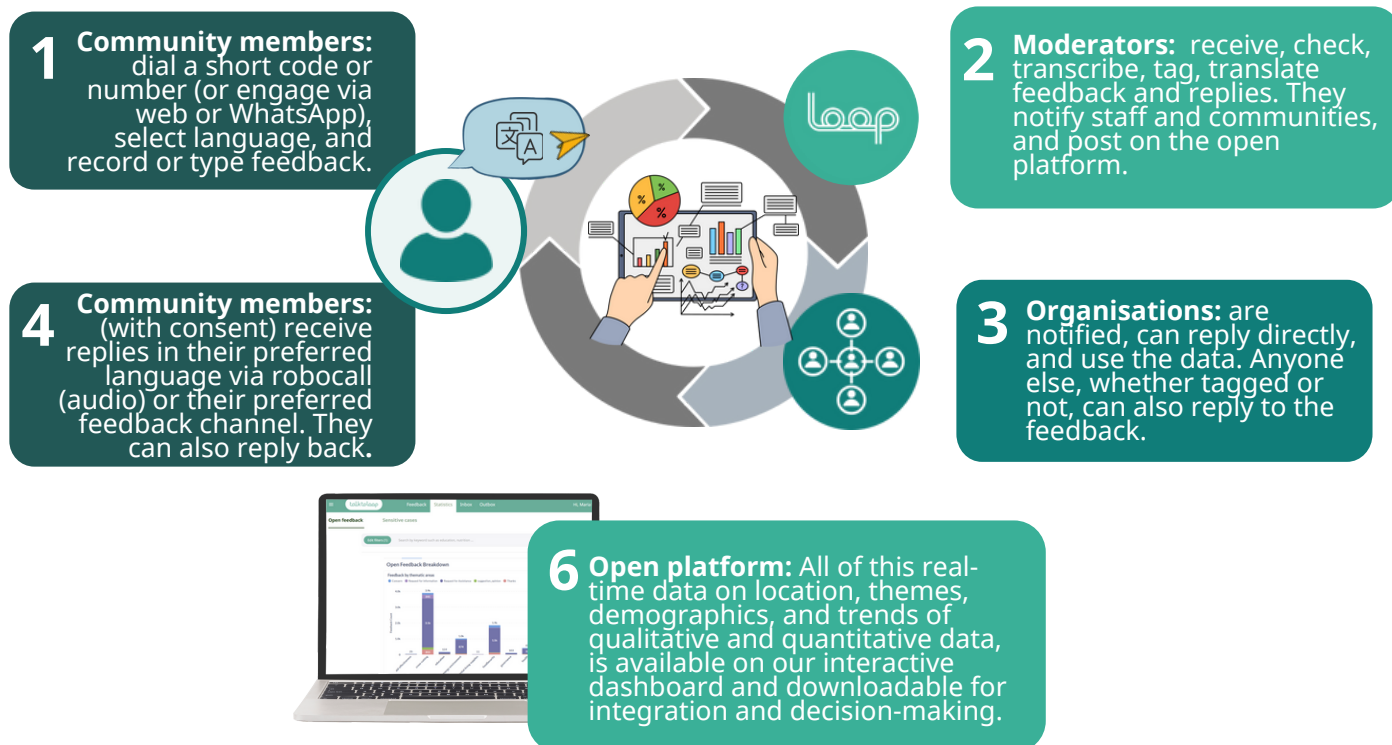
It also enables organisations, across all sectors, to respond and act on community insights in real time. It offers unique features that distinguish it from other feedback tools available to communities, including:

- It's the only **independent**, feedback and reporting system that allows full anonymity. This decreases the barriers to reporting for many users, especially women, who stress the personal risks of reporting due to retribution for example. Loop gives the control back to communities.
- Unlike organisation-run systems, Loop operates as a **standalone, locally-owned mechanism**, supporting local partners who manage feedback and sensitive reports but often lack their own long term, remote feedback channels. It remains consistent beyond individual project timelines, ensuring continuity of engagement with communities.
- Loop's centralised, **user-friendly** design simplifies community reporting, by removing the need for communities to navigate the aid sectors complex systems. It also serves as an alternative if existing reporting channels fail.



Community feedback made easy
talktoloop.org   [@talktoloop](https://twitter.com/talktoloop)

How does Talk to Loop work?



People hear about Talk to Loop through local sources like staff, radio, posters shared by any organisation and word of mouth. People can give feedback via voice, SMS, WhatsApp, Facebook Messenger, Telegram, or the web in their preferred language. Loop currently supports six languages and can scale to over 100.

Feedback is moderated within 24 hours, transcribed, translated, tagged, and referred, so organisations receive real-time notifications and can respond quickly. Moderators also translate and deliver replies through users' chosen channels and languages.

Sensitive reports, such as abuse or corruption, are never published on the open platform and are handled separately and confidentially by safeguarding specialists, complying with secure, survivor-centred referral pathways, and following these additional steps:



Once the case is reported and referred, professional Sensitive Feedback Moderators follow up with community members. For more information, review our [Framework for Handling Sensitive Feedback](#).

By making feedback secure, accessible, and actionable, Talk to Loop contributes to the inclusion of community voices in decision-making with the intention to drive meaningful and lasting change.

Aggregate data on the [public platform](#) allows analysis across demographics, regions, and themes. The open, anonymised data can also be integrated with other datasets, enhancing data-driven decision-making globally.

All open information is carefully moderated to reduce misinformation or inappropriate content. While we don't investigate or verify claims, serious complaints will never be made public and are sent confidentially to the appropriate focal points, with strict escalation protocols and based on author's informed consent.

Our priority is user safety and protection. We aim to earn the sector's and communities trust by acting as a neutral channel. Our role is to pass community feedback safely to the right people and step back, to let accountability and action occur.

We apply a strong [Privacy Policy](#) that ensures informed consent and secure data handling. We collect only voluntary data, protect contact information, and prevent posting identifiable details. We never sell data, and users can request deletion at any time. Data is stored on GDPR-compliant AWS servers with high security standards; and we partner with local mobile networks, under strict Data Protection agreements. For more information, see our [DPIA](#).

Why Talk to Loop matters?

Current accountability and safeguarding measures are failing communities.

Evidence shows that innovative approaches are needed to overcome systemic limitations and deliver accessible, responsive, continued and long term tools that center communities' voices.

Systemic change requires collective data-driven decision-making, prioritising community voices. By aggregating data across partners, sectors, geographies, actions and affected population groups, Talk to Loop can provide insights into trends, rather than isolated incidents or projects. National organisations, Agencies and INGOs, among others can use Loop and the resulting data.

Global commitments on responsive, accountable and localised action require tools that are open, collaborative and foster accountability. Talk to Loop aligns with major global humanitarian initiatives like the Grand Bargain commitments on localisation and participation, and the Emergency Relief Coordinator's Flagship Initiative on accountability to affected populations. Talk to Loop can be a practical tool for all actors to gain actionable insights and track accountability in real time.

What has Talk to Loop achieved so far?

From 2021 to 2024, Talk to Loop moderated **4,000** pieces of feedback, and handled **144** sensitive reports from Ukraine, Poland, The Philippines, Indonesia, Zambia and other countries. Of these, 100% have been closed. We also referred 40 cases for further assistance and 38 allegations (fraud, corruption, misconduct, SEA and other service-level complaints). During this time, **838 organisations from 25 countries** registered with Talk to Loop.

Currently the platform operates locally in Somalia and Somaliland (with a local shortcode number) and is launching in Ethiopia and Kenya with ongoing discussions for a possible expansion into the DRC. It also operates at a global scale through Web and WhatsApp in English, Arabic, Spanish and French.

Since 2022, Talk to Loop has been available in Somalia and Somaliland and has so far received **7,500+** pieces of feedback, almost **225,000+ calls**, and managed almost **2,200+** sensitive feedback, with **120+ organisations** registered.

Interested in using or supporting Talk to Loop?

- **Learn more & get involved:** want to know how Talk to Loop works? Contact us at hello@talktoloop.org or visit our [Resource page](#) for details.
- **For organisations:** are you looking for a cost-effective, easy-to-use feedback system to keep communities safe and improve service delivery? Talk to Loop provides a secure, anonymous reporting feedback service with:
 1. Reports in English, French, Arabic, Spanish, and Somali
 2. Global coverage, prioritising MENA & Africa
 3. Multiple communication channels: Web, WhatsApp, Voice, Facebook Messenger
 4. Safe reporting on issues like fraud and abuse
 5. Referrals to relevant organisations for quick action
 6. Affordable pricing: € 1,000/month for international organisations, € 100/month for national organisations.

If you are interested in acquiring the Talk to Loop service, visit [this link](#) or reach out to us via hello@talktoloop.org.

- **For donors:** Want to support locally-led, community-driven innovations for lasting change or enable your partners to use Loop? Join our network of funders investing in Talk to Loop's impact, reach out to us via hello@talktoloop.org.
- **Stay updated:** [subscribe to our newsletter](#) and follow us on [LinkedIn](#).