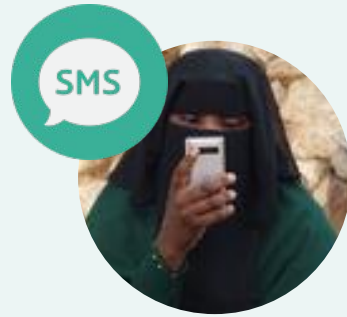


Introducing



Community feedback made easy

Outline:

1. What is Talk to Loop?
2. How does Loop work?
3. Sensitive feedback
4. Value proposition



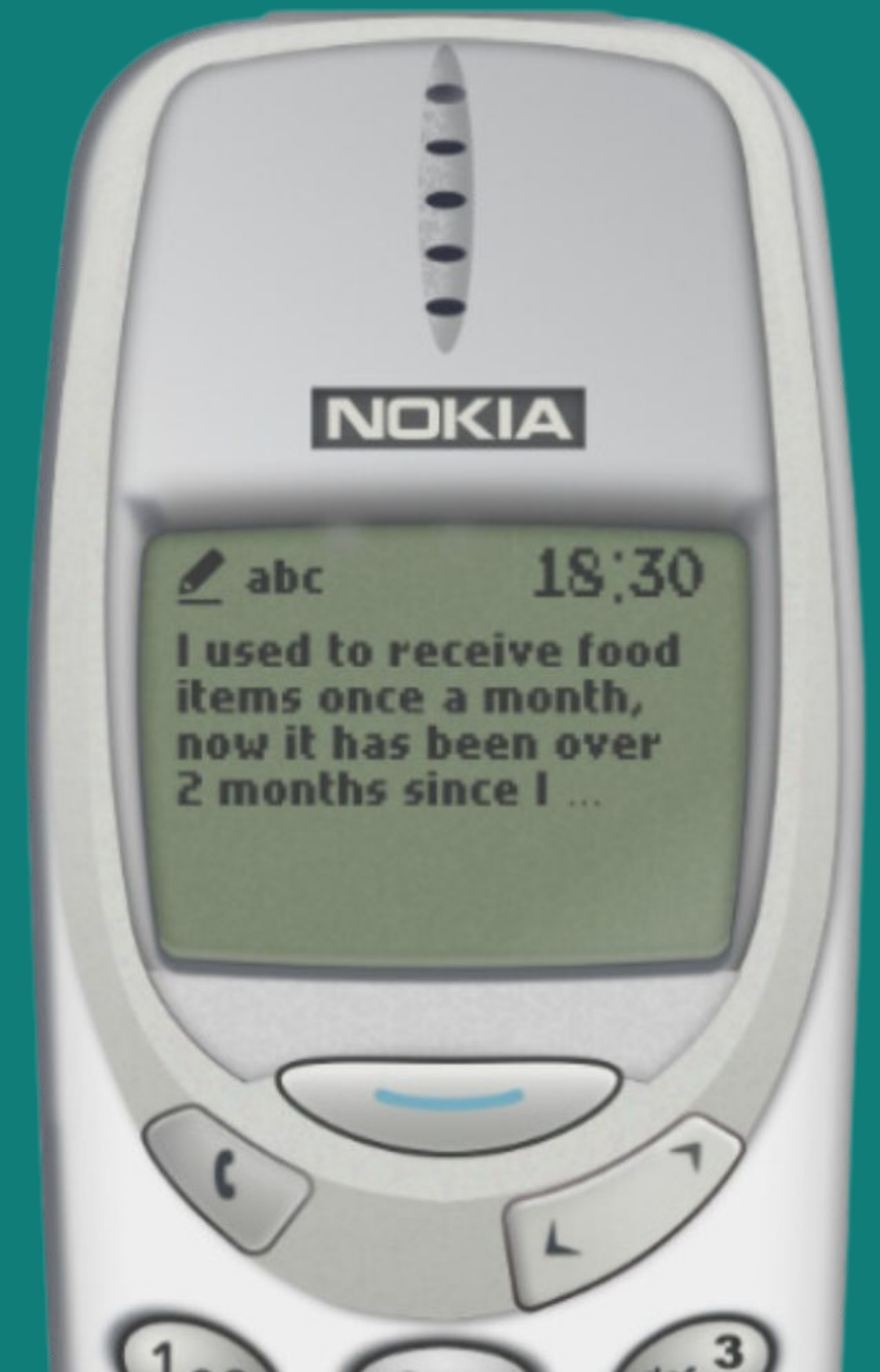
Learn more here

Find us on: talktoloop.org   @TalkToLoop

We believe

- Everyone has an **opinion** about the aid and services in their community.
- Everyone is an active **agent of change**.
- Technology exists to **listen** to everyone.
- People have the **right** to be heard.
- There will be **better services** as a result.

talktoLoop



What is Talk to Loop?

It is a global, accessible tool for people to safely share and receive feedback on what is important to them, at any time, from anywhere, in their own language, for free.

It's a complementary feedback and reporting platform that enhances and complements engagement by reaching those, traditional tools may miss.



Where can I find children's education services? We just arrived and don't speak the local language.

Original feedback submitted in Ukrainian



On behalf of 120 households, we are a minority group and have been left out of the recent needs assessment.

Original feedback submitted in Cebuano



There is a water shortage in our town, all of us with disabilities can't get access to any.

Original feedback submitted in Bahasa

Why is Talk to Loop needed?

Research shows that communities hesitate to share opinions and concerns or report incidents due to:

- A perceived lack of rights,
- Insufficient information on the feedback process,
- Barriers to feedback opportunities such as:
 - language,
 - literacy levels and
 - access to technology
- Fear of negative consequences of reporting directly.



Mistakes occur in beneficiary registration. Can we ask for direct cash transfers via mobile phones?

Original feedback submitted in Somali (af Maxatiri)



My village is no longer under occupation. Are there any organisations which can help me?

Original feedback submitted in Somali (af Maxatiri)

How does Talk to Loop work?

1 Community members: dial a short code or message (via web or WhatsApp), select language, and record or type feedback.

4 Community members: (with consent) receive replies in their preferred language via robocall (audio) or automated written message. They can reply back.



2 Moderators: receive, check, transcribe, tag, translate feedback and replies, notify staff and communities, and post on open platform.

3 Organisations: are notified, can reply directly, and use the data. Anyone else, whether tagged or not, can also reply to the feedback.

Open platform: real-time data on location, themes, demographics, and trends + qualitative and quantitative data, downloadable for tool integration and decision-making.

<https://app.talktoLoop.org/>

talk to loop

Submit via multiple channels:



[Web](#)



Toll free number: 2023



(+31 97010251015

Multiple languages:

Somalia:

Maay
Maxatiri
Benadiri Merka
Bujuuni
Barawani Chimini
Kizigua

Ethiopia:

Amharic
Oromo
+the Somali dialects

Kenya:

Kiswahili
Borana
+ the Somali dialects

+ :

English
Arabic
Spanish
French

How does Talk to Loop handle Sensitive Feedback?

1



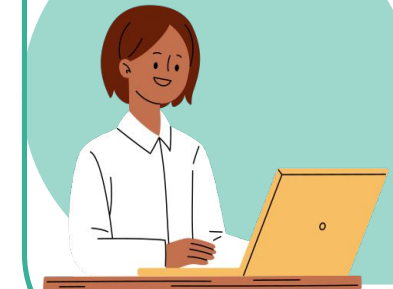
Communities report their sensitive concerns in their language, using their preferred channel and can stay anonymous.

2



Moderators review and send sensitive reports to the Sensitive Feedback Lead via a secure case management system. All data is removed from the moderation platform.

3



Sensitive Feedback Lead assesses risks and seeks informed consent before sharing any personally identifiable information.

4



Loop sends sensitive feedback to designated focal points for accountability, in line with consent, confidentiality, and safety principles.

5



Focal receiving referrals take appropriate action and are invited to share updates on key milestones only.

6



Sensitive Feedback Lead follows up with the feedback authors to check satisfaction with the services/outcomes, closing the feedback loop.

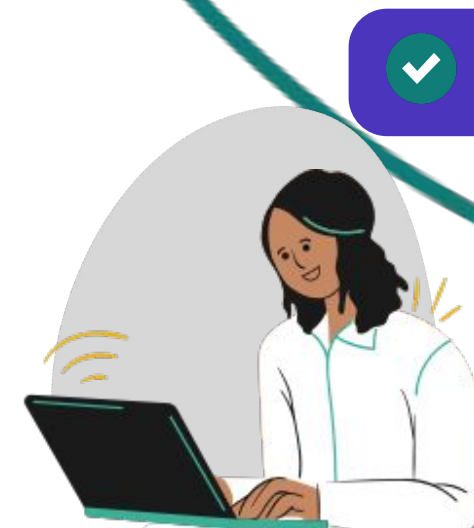
For more information you can review our [Framework for Handling Sensitive Feedback](#).

How do we keep people safe?

Our **Privacy Policy** prioritises user safety, informed consent and meets global standards, including GDPR and the Somali Data Protection Act .

Loop:

- Integrates with other data sources
- Aligns with due diligence requirements
- Complements face-to-face interactions, with real time, remote follow up
- Is independent, and
- Authors can choose to remain anonymous.



We will never:



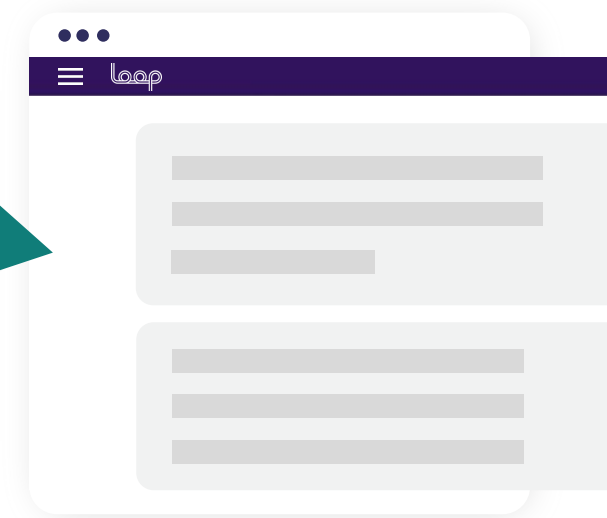
Sell personal data



Share personal data



Know exact locations



What's the added value?

Complementary accountability tool:

We encourage the use of multiple community engagement and we promote Loop as a complimentary feedback tool to give communities agency and choice. It is accessible for individuals with low literacy, limited connectivity, travel restrictions or suffering from power imbalances.

Independent and anonymous:

As an independent platform, Talk to Loop guarantees anonymity, allowing communities to share feedback freely without censorship, except in cases of safeguarding or guideline breaches.

Data Security and Privacy:

Our GDPR-compliant hosting ensures secure data management and restricted access to Personally Identifiable Information. Our people-centred Privacy Policy emphasises informed consent and allows data deletion on request, and provides full control over communication management.

Locally led, collectively owned:

We offer national NGOs and CSOs to use Loop for free, as an independent service for community engagement when no other option is available.