

The Core Principles of Constituent Feedback

The Why of Constituent Feedback



1. It supports human agency.

People are the experts in their own lives but they are rarely treated as experts. Feedback practice recognizes the agency that people possess and provides a way to express it.



2. It cultivates power in people.

Funders and providers who systematically listen and respond to feedback cultivate power in the people they seek to serve.



3. It enhances learning and effectiveness.

Listening to and acting on feedback as part of the normal course of operations creates a culture of responsiveness and learning that make interventions more adaptive and effective.

The How of Constituent Feedback



4. It's conversational.

Gather feedback from deliberate, compassionate and safe conversations with people, not from data about them.



5. It's inclusive and insight driven.

Share and interpret feedback in a timely manner with people receiving services in order to generate mutual understanding, insights, and solutions.



6. It's responsive and continuous.

Act on feedback to improve the experiences of people receiving services. Measure improvement by continuously asking for more feedback.



7. It's reported externally.

Report feedback data to other relevant stakeholders, not just feedback providers, to model transparency and foster collective learning.



8. It's free of harm.

Gather and use feedback in ways that does not harm those who offer their perspectives (e.g., physically, emotionally, economically, or in any other way).