

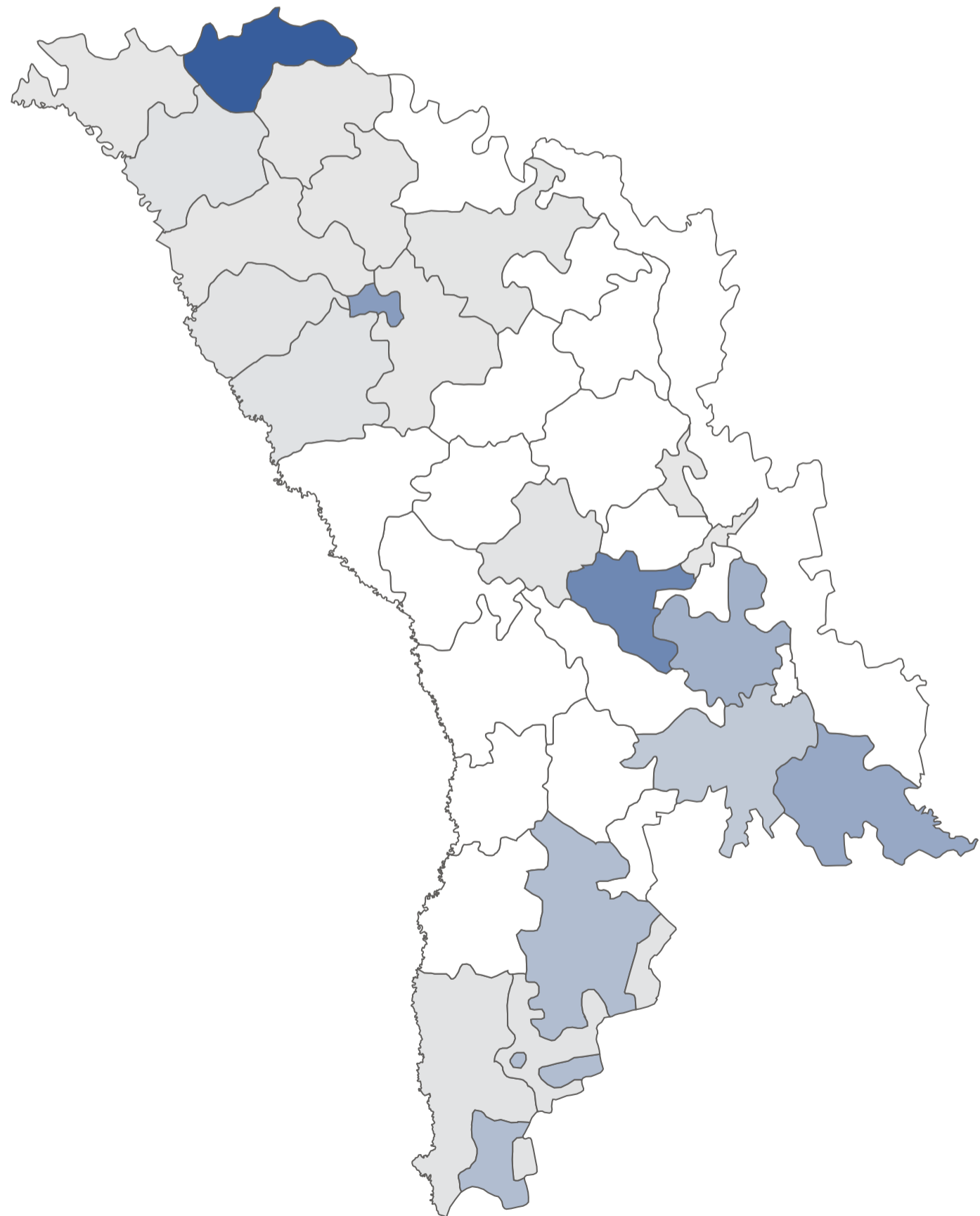
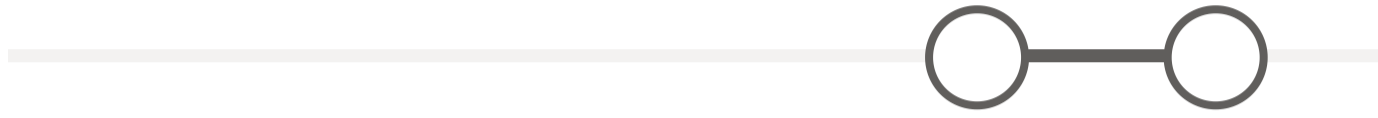
Community Feedback Response Mechanism

Moldova - Q1 2024

Community Feedback Response Mechanism

Overview

1/1/2024 3/31/2024



369

Feedbacks

296

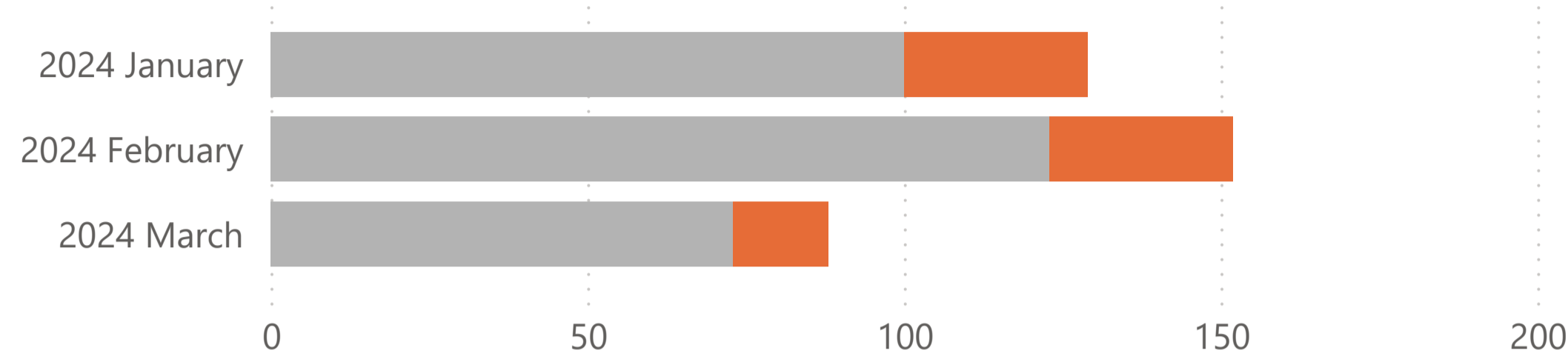
Closed

73

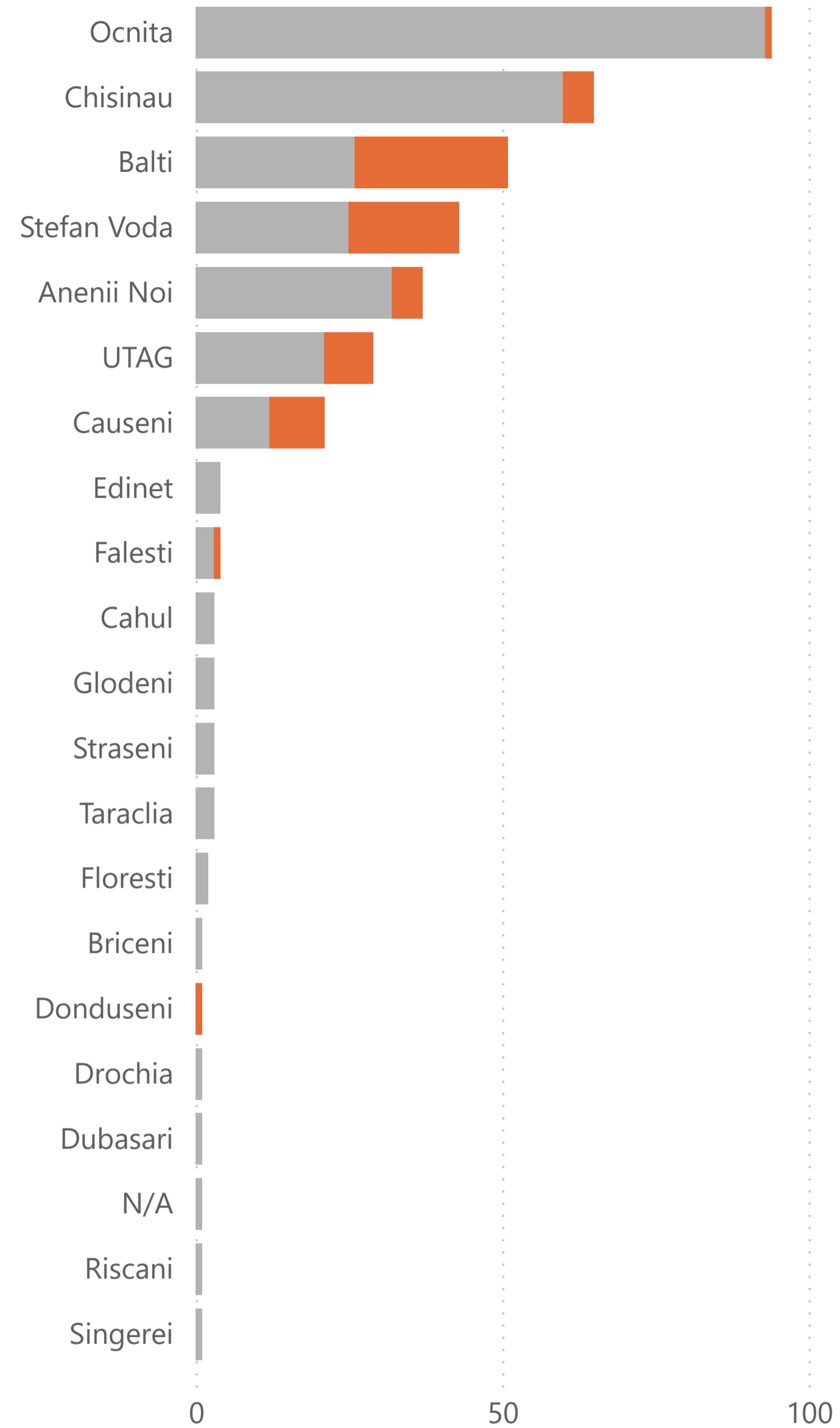
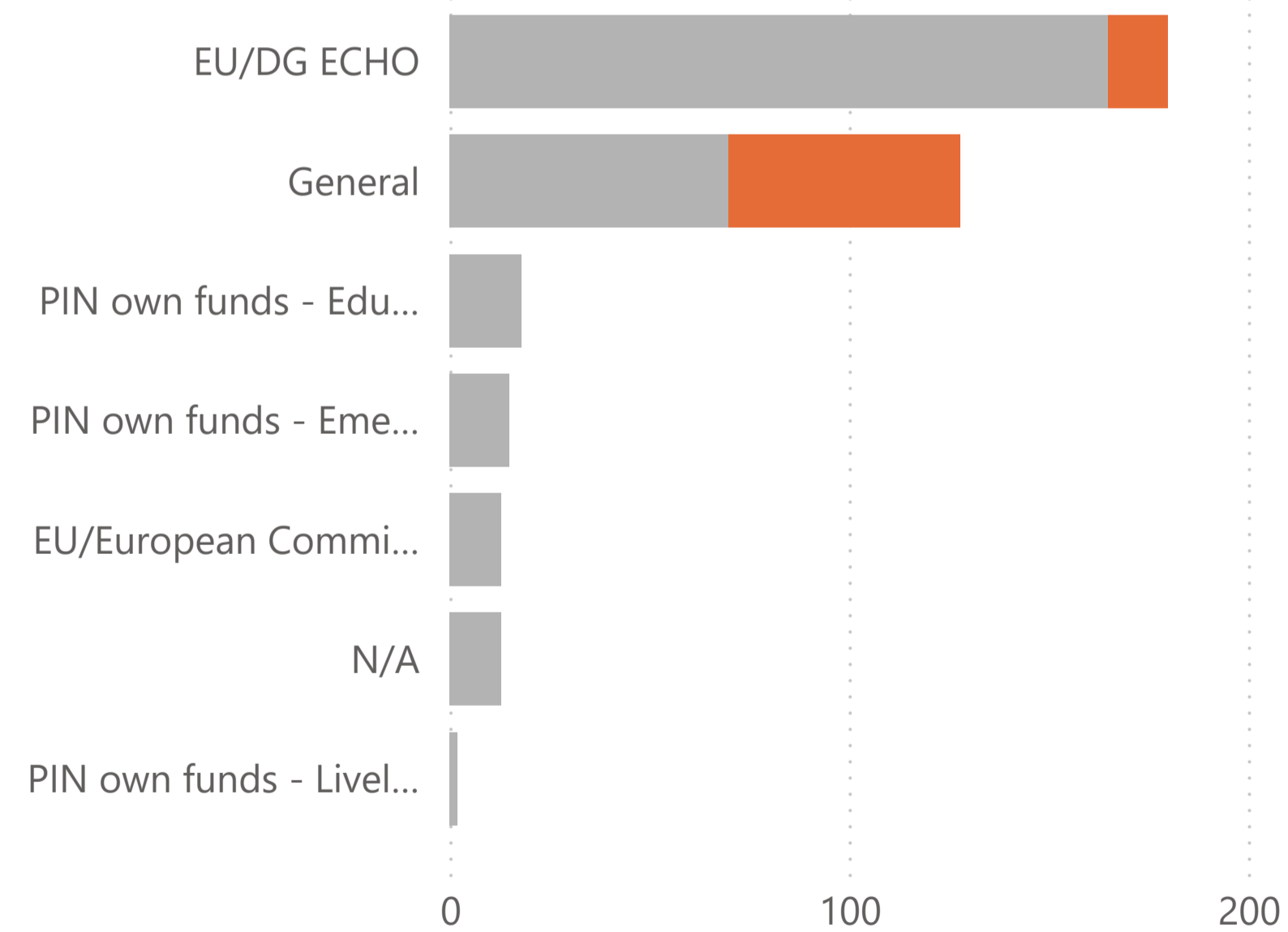
Pending

3

Avg. days case closure



Status ● Closed ● Pending



Community Feedback Response Mechanism

Referrals to other organizations

105

Feedbacks

45

Closed

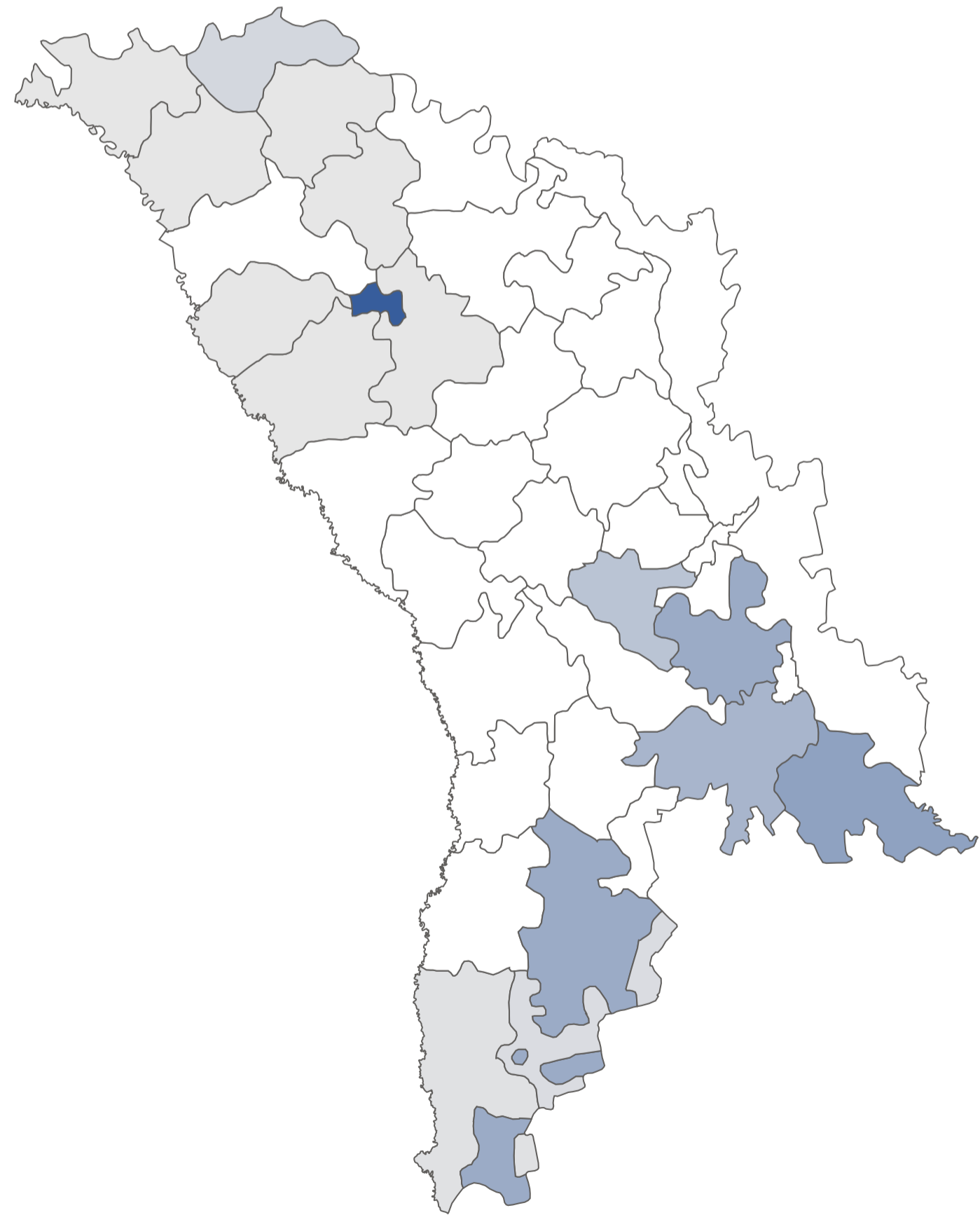
60

Pending

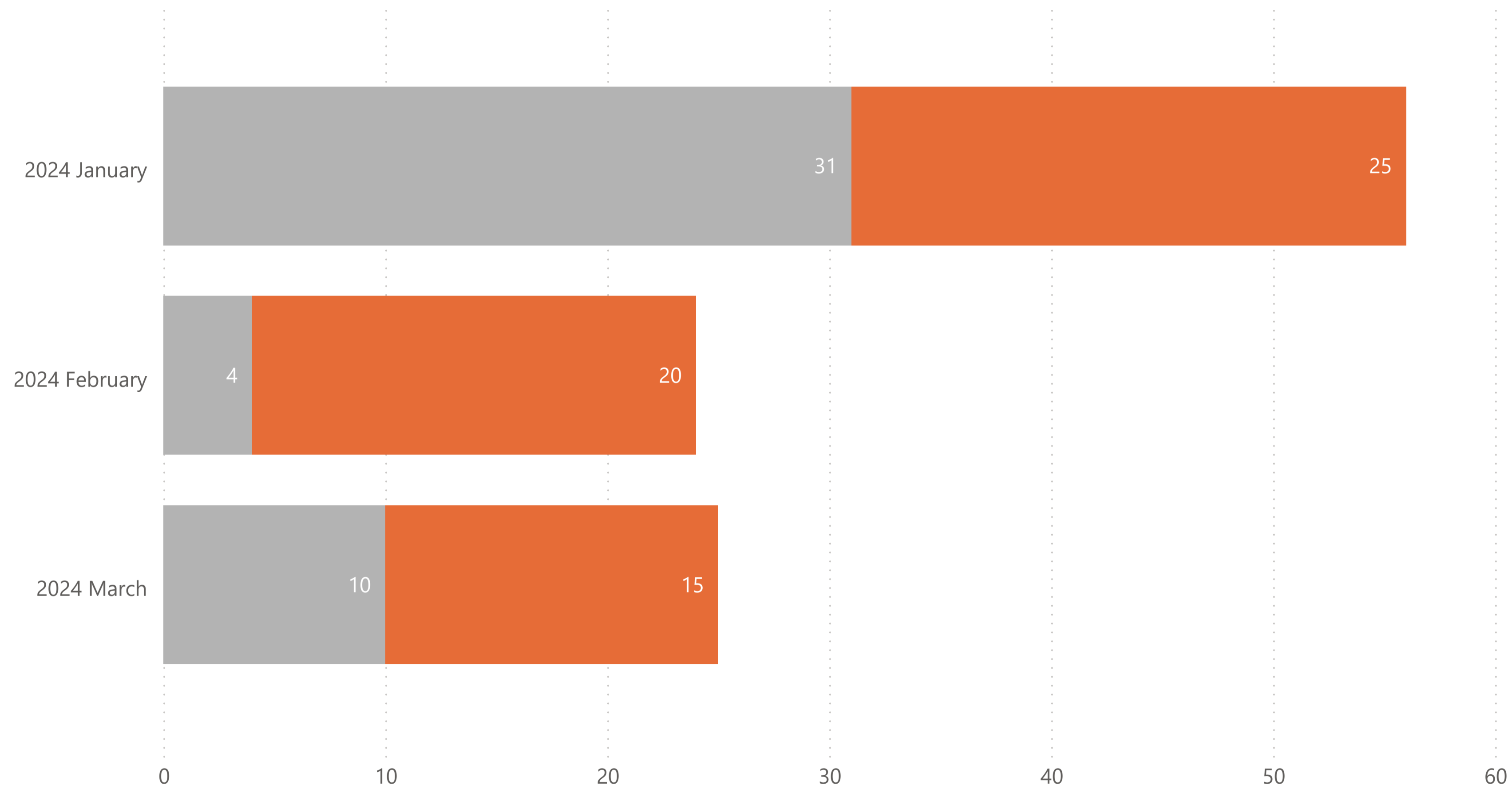
8

Avg. days case closure

1/1/2024  3/31/2024 



Status ● Closed ● Pending



Community Feedback Response Mechanism

369

Feedbacks

296

Closed

73

Pending

3

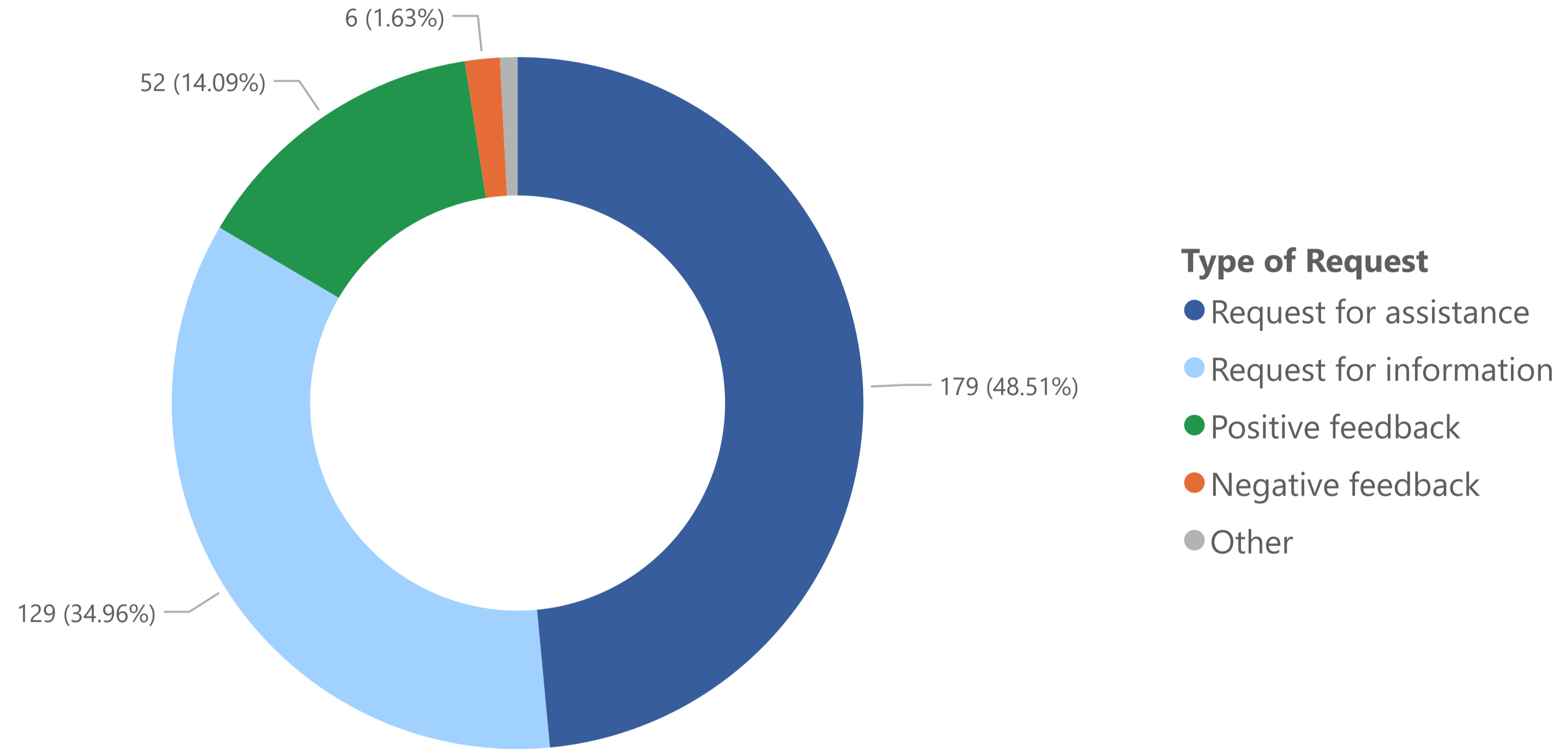
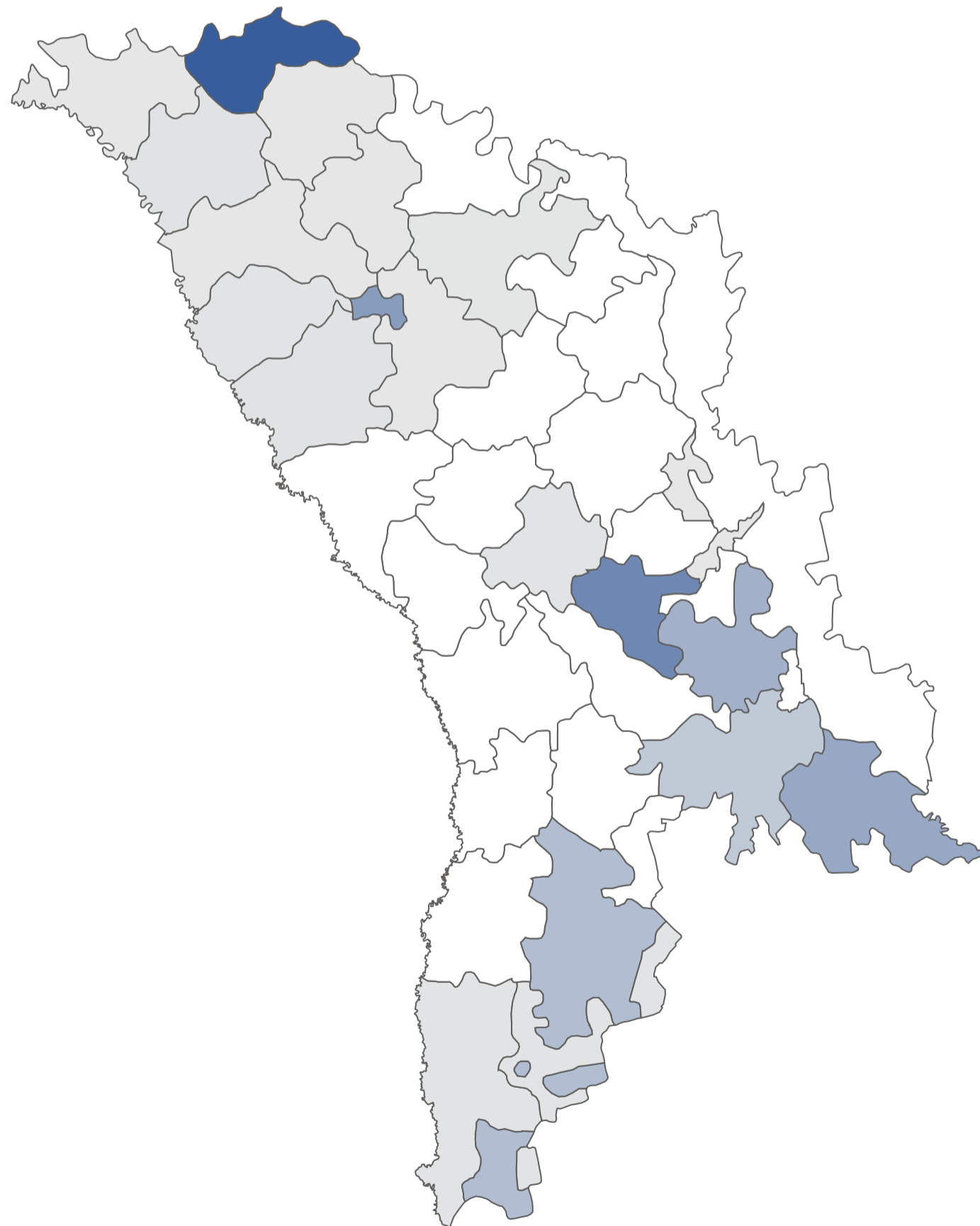
Avg. days case closure

Type of Requests

1/1/2024



3/31/2024



- Type of Request**
- Request for assistance
 - Request for information
 - Positive feedback
 - Negative feedback
 - Other

Community Feedback Response Mechanism

369

Feedbacks

296

Closed

73

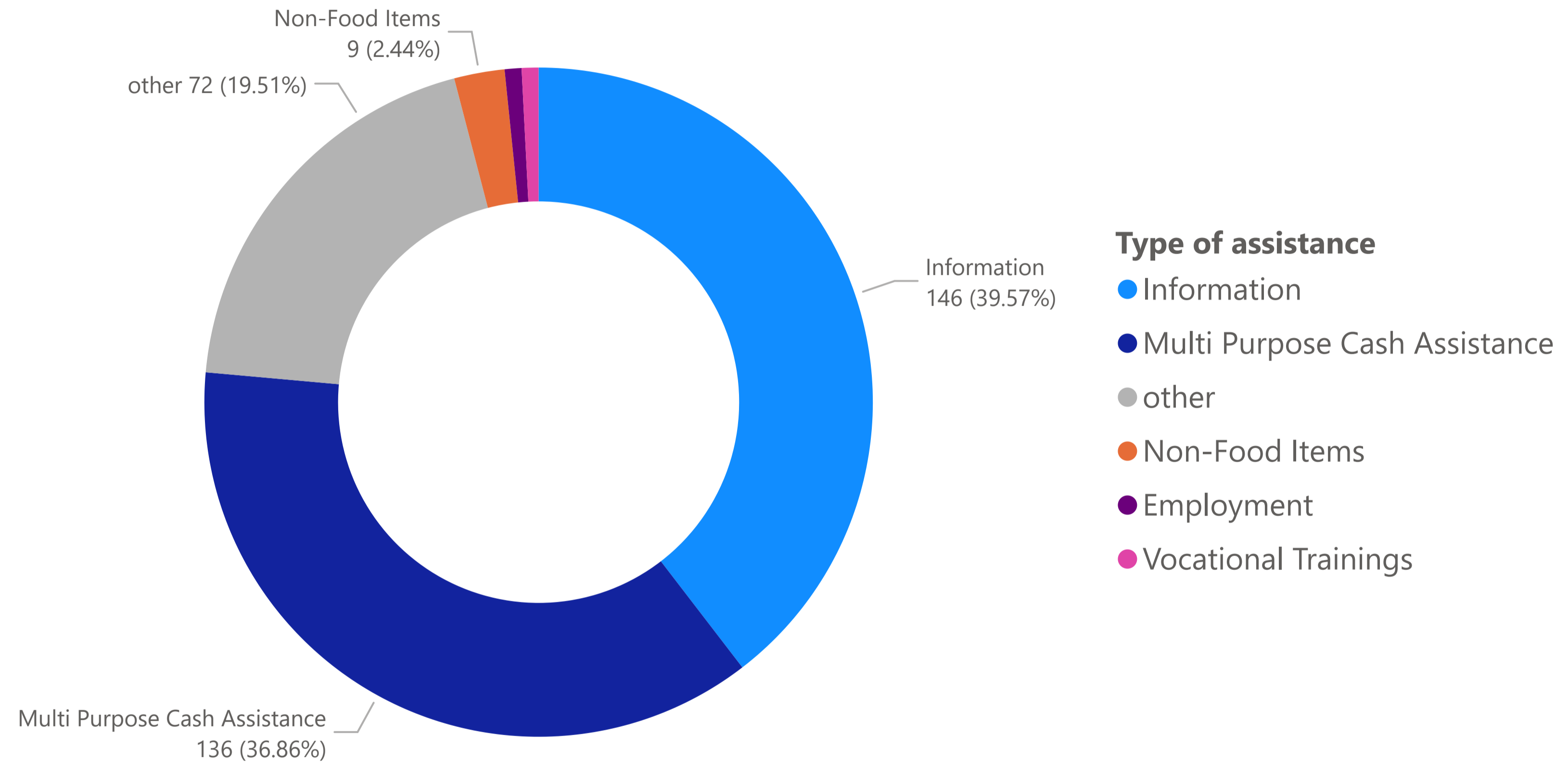
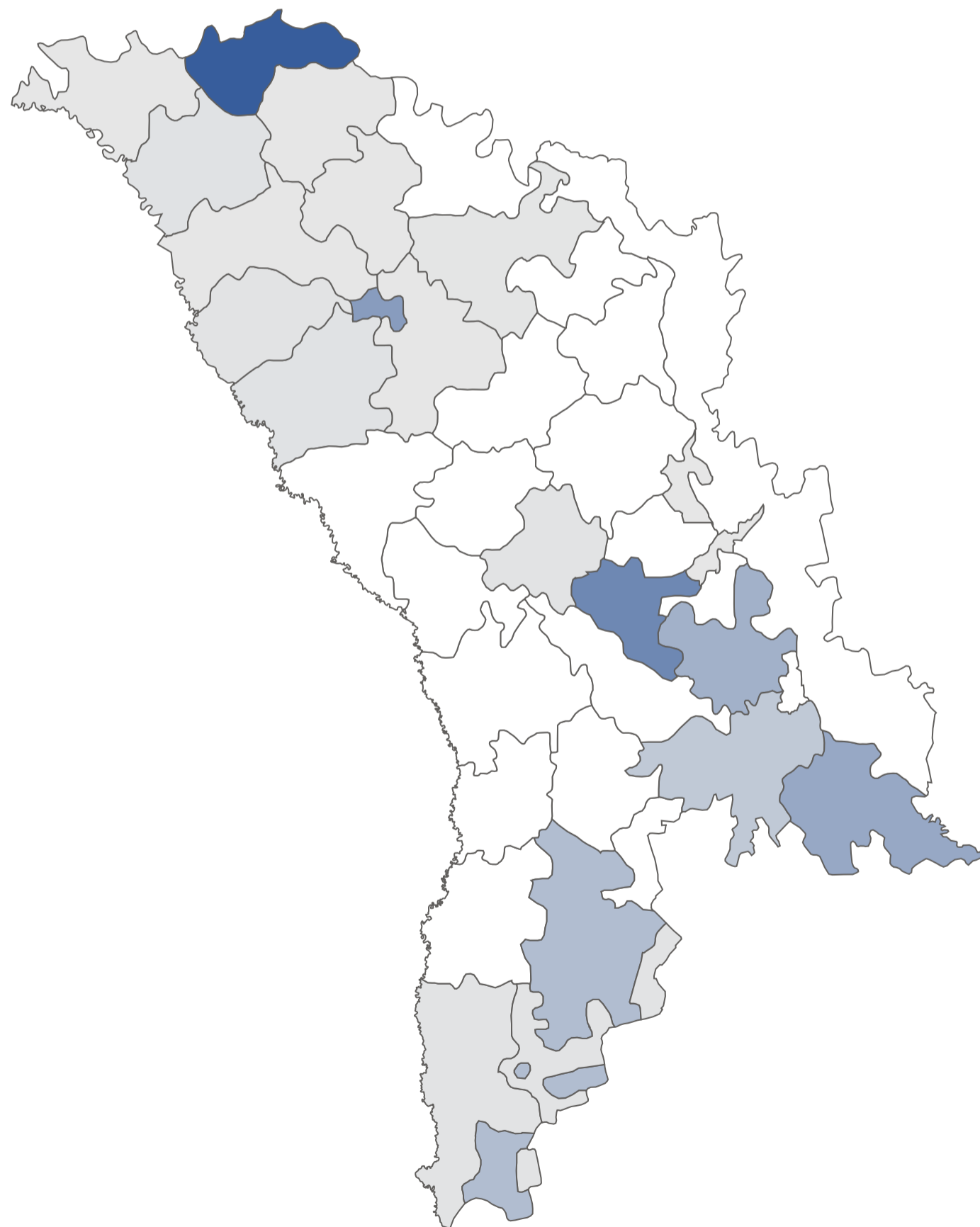
Pending

3

Avg. days case closure

Request of assistance by type

1/1/2024  3/31/2024 



Community Feedback Response Mechanism

369

Feedbacks

296

Closed

73

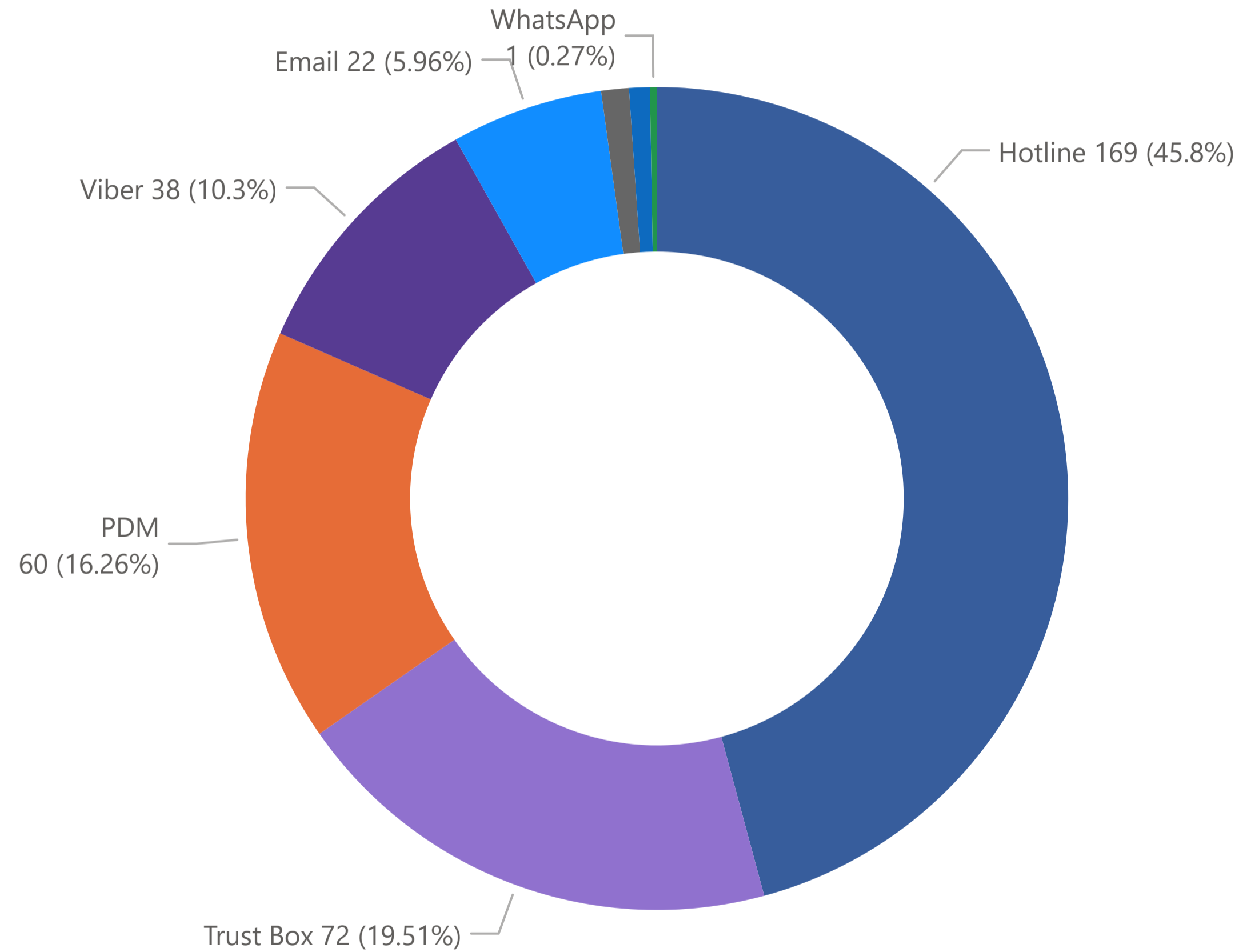
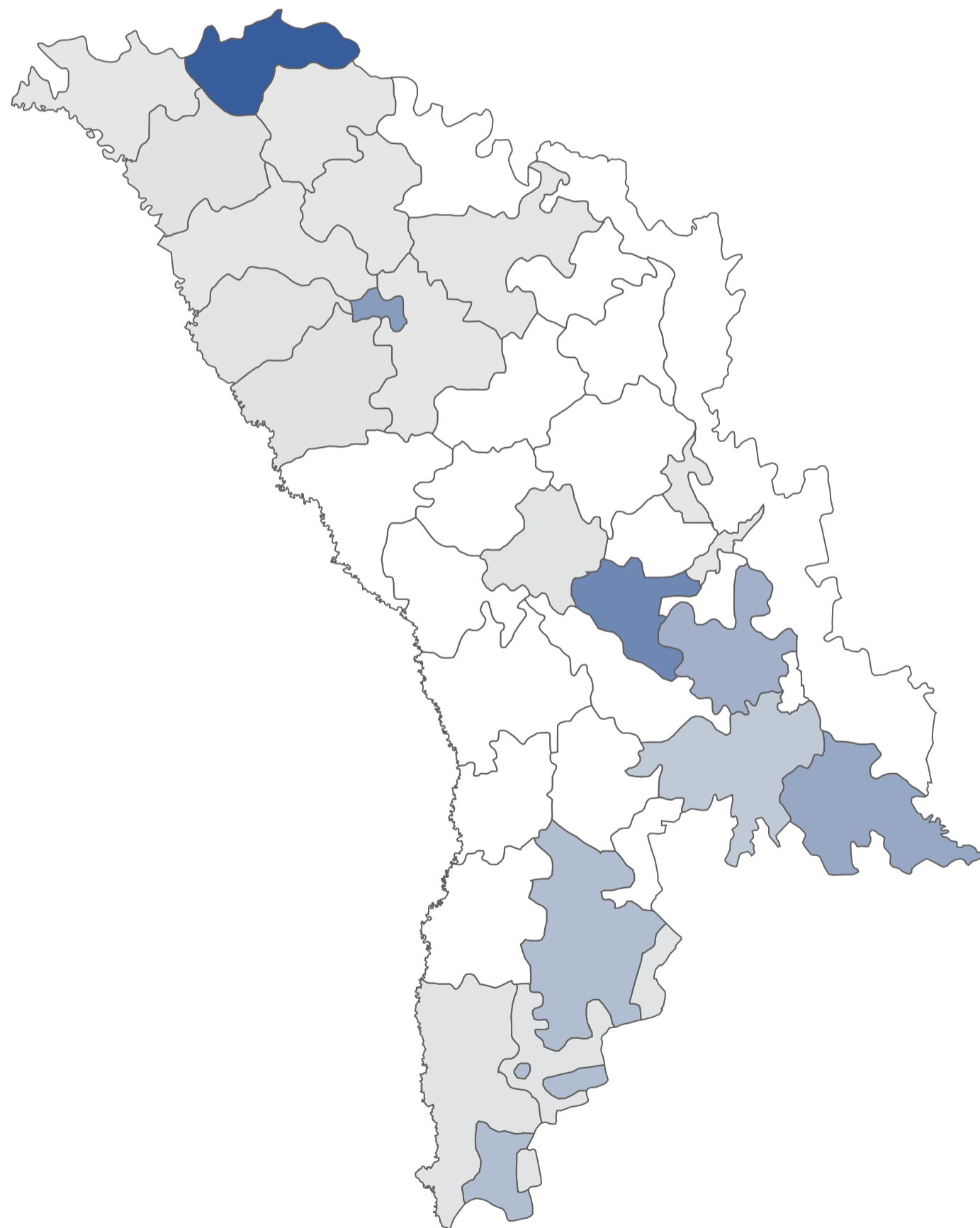
Pending

3

Avg. days case closure

Incoming channel requests

1/1/2024 3/31/2024



Channels

- Hotline
- Trust Box
- PDM
- Viber
- Email
- Telegram
- Facebook|Messenger
- WhatsApp

Community Feedback Response Mechanism

369

Feedbacks

296

Closed

73

Pending

3

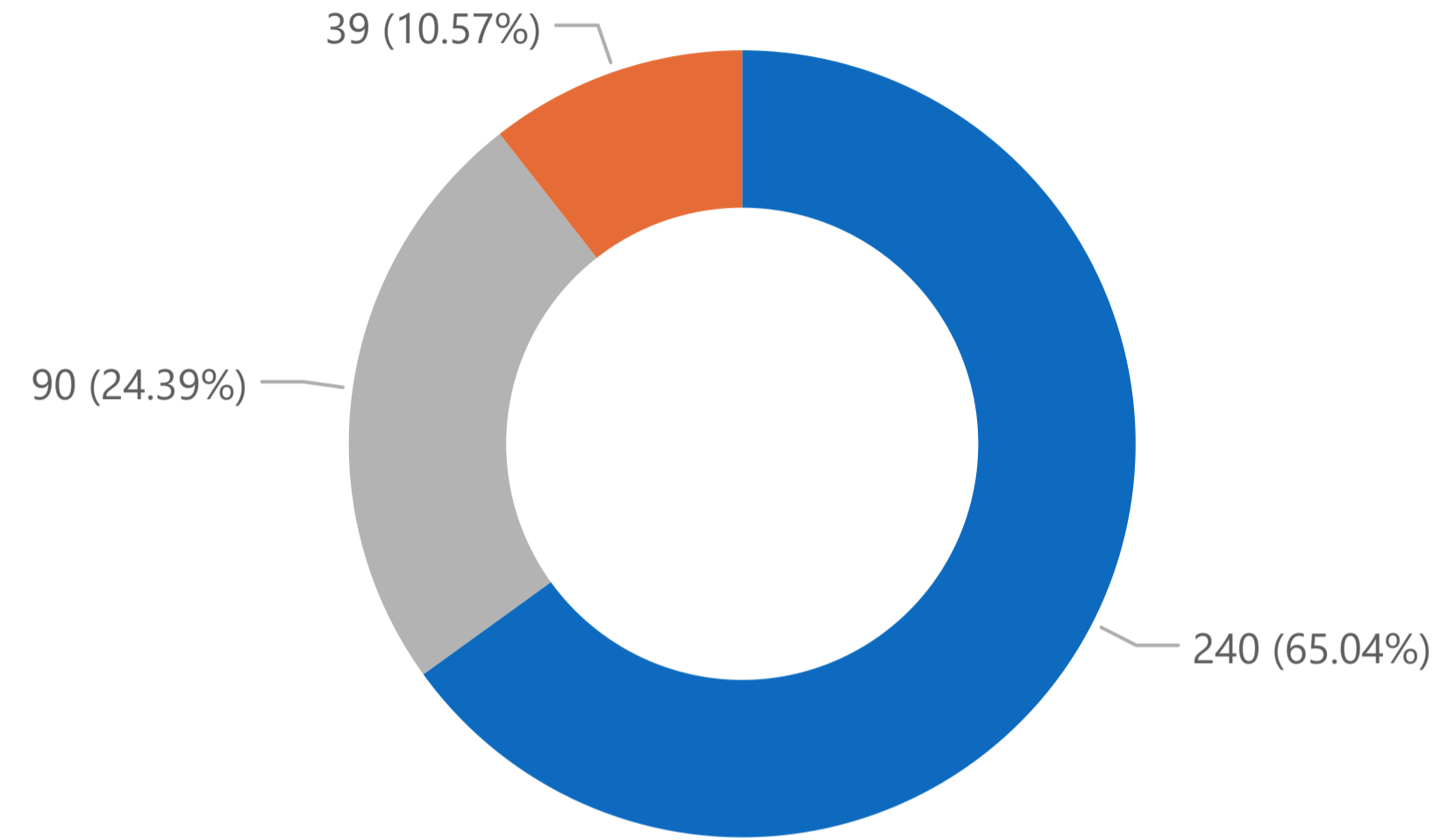
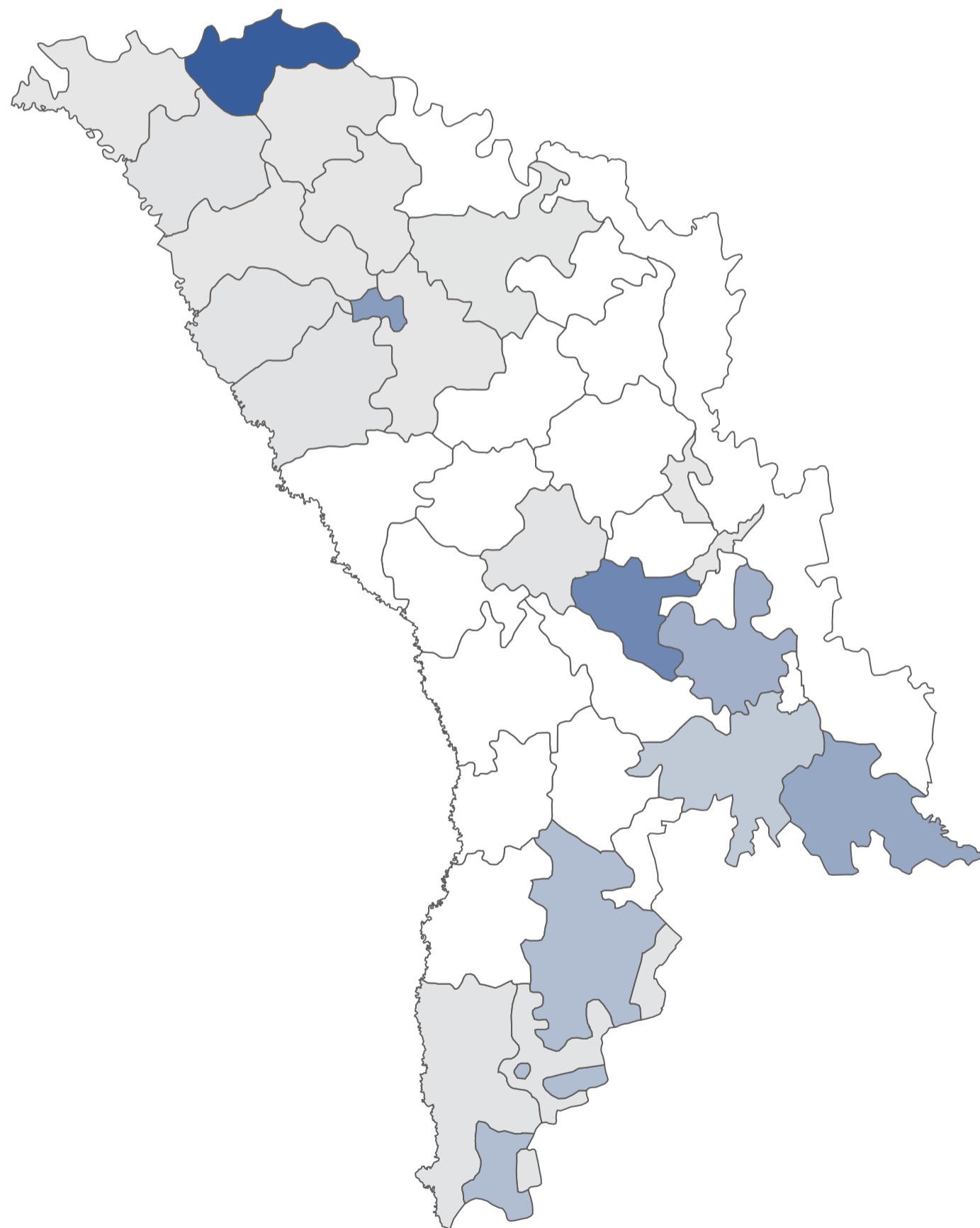
Avg. days case closure

Type of beneficiaries

1/1/2024

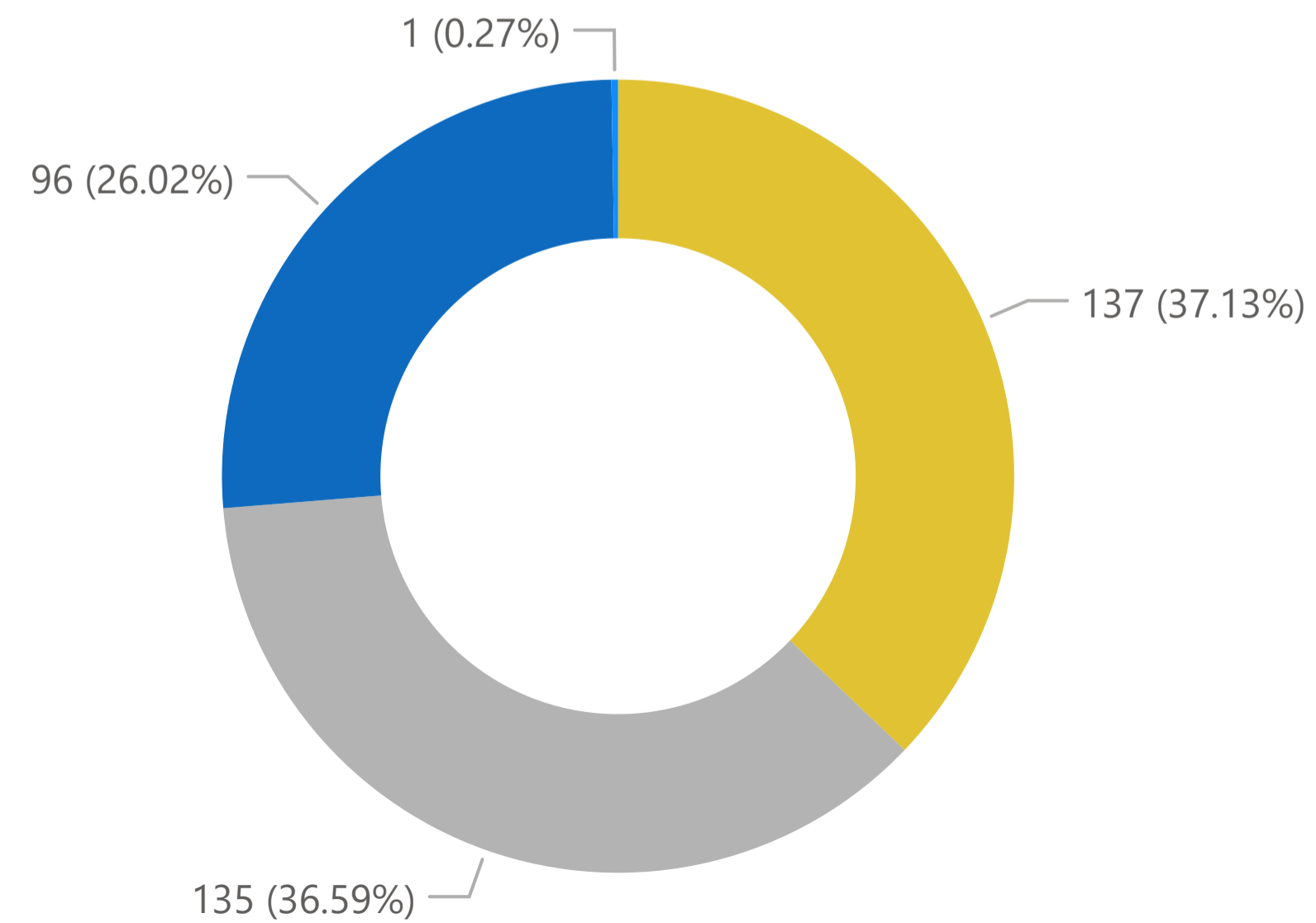


3/31/2024



Gender

- Female
- (Blank)
- Male



Nationality

- Ukraine
- (Blank)
- Moldova
- Japanese