

# Request for Feedback

Step-by-Step Guide

# Introduction

- The partner may provide feedback to the operation using the standard form in Aconex Field Inspection, the PROMS platform.
- This is optional and does not affect project closure but supports the collective efforts to advance relations between the operation and the partner.
- Feedback can be given any time after project completion.

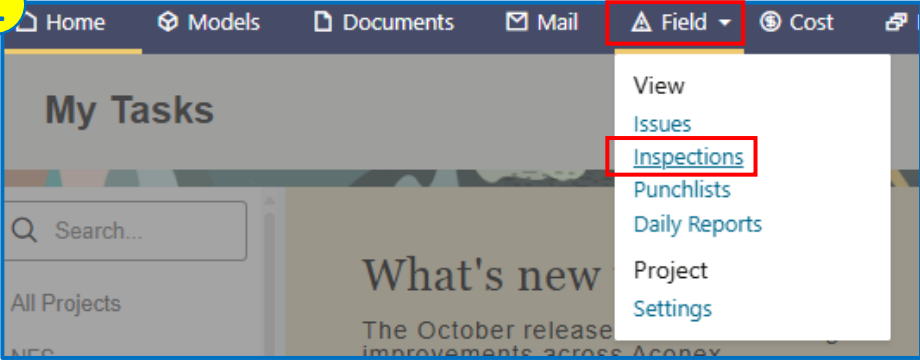


# Step 1: UNHCR initiates the annual feedback process

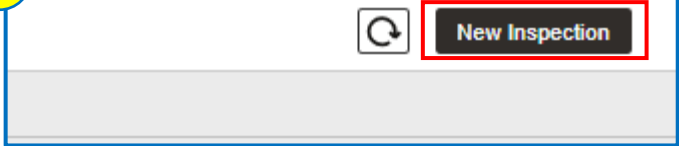
# 1.1 UNHCR creates the Annual Feedback Form

Aconex | Field | Inspections | New Inspection | Annual Feedback Form | Start

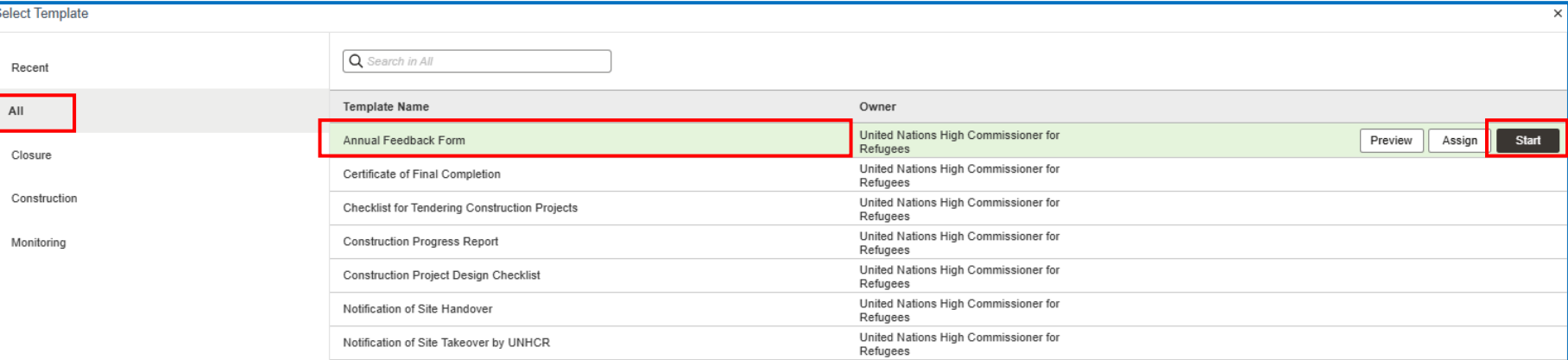
**1**



**2**



**3**



Recent	Search in All	Template Name	Owner	
All		Annual Feedback Form	United Nations High Commissioner for Refugees	Preview Assign <b>Start</b>
Closure		Certificate of Final Completion	United Nations High Commissioner for Refugees	
Construction		Checklist for Tendering Construction Projects	United Nations High Commissioner for Refugees	
Monitoring		Construction Progress Report	United Nations High Commissioner for Refugees	
		Construction Project Design Checklist	United Nations High Commissioner for Refugees	
		Notification of Site Handover	United Nations High Commissioner for Refugees	
		Notification of Site Takeover by UNHCR	United Nations High Commissioner for Refugees	

# 1.2 UNHCR renames the form and fills the necessary data fields


Title | Edit Icon | Change the title to be, e.g. Annual Feedback for xxxxxxxxxxxx (the relevant contract number) | Fill first two data fields in the form with partner's name and contract number

**1**

Inspection Details < ⚠️ There are changes that have not been saved yet. [Save now?](#)

Properties Attachments (0) ▾

Title \*

Annual Feedback Form 

Number

Pending

**2**

Inspection Details <

Properties Attachments (0) ▾

Title \*

Annual Feedback for  
12062Y25M244764

**3**

UNHCR AIMS TO ENHANCE PARTNERSHIP AND PROJECT MANAGEMENT TO ACHIEVE THE DESIRED RESULTS IN PROVIDING PROTECTION TO FORCIBLY DISPLACED AND STATELESS PERSONS. PLEASE PROVIDE CONCISE COMMENTS AND SUGGESTIONS (TO BE SUBMITTED WITH THE END-OF-YEAR REPORT)

1. Implementer \*

Global Humanitarian Solutions

⚠️ 📎 +

2. Partner Agreement / Contract \*

12062Y25M244764

⚠️ 📎 +

# 1.3 UNHCR saves the form and assigns it to the partner, including a due date

Save | Back Arrow | Click “Not Assigned” | Select the relevant partner | Click ‘Assign’ | Indicate “Due Date,” as required

1

< Save

2

< Save

3

2 Annual Feedback for 12062Y25M244764

Checklist Properties Attachments (0)

Status  
In Progress

Progress  
16%

Assigned to  
Not Assigned

Due date  
No due date

4

Inspection

2 Annual Feedback for 12062Y25M244764

Change Assignment Assignment Info

Assigned to \*

Select assignee

Not Assigned

Organizations

Global Humanitarian Solutions

United Nations High Commissioner for Refugees

My Organization Users

Burak Sinanoglu

500 characters remaining.

Cancel Assign

5

Assign Inspection

2 Annual Feedback for 12062Y25M244764

Change Assignment Assignment Info

Assigned to \*

Global Humanitarian Solutions

Notes (optional)

Enter notes, dates, sections, questions, or specific instructions to the assignee

500 characters remaining.

Cancel Assign

## **Step 2: The partner receives the annual feedback form**

- **The partner's Inspector Administrator receives a summary notification email at the end of the day with the assigned annual feedback form from UNHCR.**
- **Inspector Administrator can reassign the form to the relevant colleague, as applicable.**

# Step 3: The partner completes the annual feedback form



# 3.1 Partner answers questions, adds notes and/or attachment, as required, raises issues, if needed


Field | Inspections | Select the relevant Annual Feedback | Click 'Edit' | Fill all mandatory questions marked with asterisk | Raise an issue, attach a document, or add a note, as required

1

Edit Actions < >




Assigned to  
Global Humanitarian Solutions

Due date  
Fri, 07 Nov 2025






2




3. Was your organization invited to participate in any of UNHCR's planning processes? If no, please use the "Notes" function to explain details. \*

Yes	No
<p>  </p>	




4. Was your organization informed about the outcome of the planning process? If yes, please use the "Notes" function to detail when. \*

Yes	No	N/A
<p>  </p>		

5. Was the Project Workplan signed on time? If no, please use the "Notes" function to explain details. \*

Yes	No
<p>  </p>	

6. Was there a common understanding reached during the negotiation process leading to the Project Workplan? If no, please use the "Notes" function to explain details. \*

Yes	No
<p>  </p>	

# 3.2 Partner saves the form and re-assigns it to UNHCR

Click 'Save' | Back Arrow | Click "Partner's Name" | Select UNHCR | Click 'Assign'

1

<

Save

2

<

Save

3

2 Annual Feedback for 12062Y25M244764

Checklist

Properties

Attachments (0)

Status

In Progress

▼

Progress

100%

Assigned to

Global Humanitarian Solutions

Due date

Fri, 07 Nov 2025

4

Assign Inspection

2 Annual Feedback for 12062Y25M244764

Change Assignment

Assignment Info

Assigned to \*

Select assignee

Organizations

Global Humanitarian Solutions

United Nations High Commissioner for Refugees

My Organization Users

Gen Roberts

Hadir Tester

500 characters remaining.

Cancel

Assign

5

Assign Inspection

2 Annual Feedback for 12062Y25M244764

Change Assignment

Assignment Info

Assigned to \*

United Nations High Commissioner for Refugees

Notes (optional)

Enter notes, dates, sections, questions, or specific instructions to the assignee

500 characters remaining.

Cancel

Assign

# **Step 4: UNHCR acknowledges the partner's annual feedback and closes the form**

# 4.1 UNHCR reviews the partner's answers, any attachments, addresses any issues, as required

Field | Inspections | Select the relevant Annual Feedback | Review partner's answers, attachments and issues, if any | Progress should be 100%

2 Annual Feedback for 12062Y25M244764 Edit Actions < >

Checklist Properties Attachments (0)

Status

In Progress

Progress

100%

Location

Ethiopia UVT

Assigned to

United Nations High Commissioner for Refugees

Due date

Fri, 07 Nov 2025

UNHCR AIMS TO ENHANCE PARTNERSHIP AND PROJECT MANAGEMENT TO ACHIEVE THE DESIRED RESULTS IN PROVIDING PROTECTION TO FORCIBLY DISPLACED AND STATELESS PERSONS. PLEASE PROVIDE CONCISE COMMENTS AND SUGGESTIONS (TO BE SUBMITTED WITH THE END-OF-YEAR REPORT)

1. Implementer \*

Global Humanitarian Solutions

Response by Hadir Shady

2. Partner Agreement / Contract \*

12062Y25M244764

Response by Hadir Shady

3. Was your organization invited to participate in any of UNHCR's planning processes? If no, please use the "Notes" function to explain details. \*

Yes

Response by Global Humanitarian Solutions

4. Was your organization informed about the outcome of the planning process? If yes, please use the "Notes" function to detail when. \*

## 4.2 UNHCR changes the status of the form from “In Progress” to “Closed”

Status | Select ‘Closed’ | Add any relevant comments, if any | Click ‘Save’ | Status changes to ‘Closed’

1

2 Annual Feedback for 12062Y25M244764

Checklist Properties Attachments (0)

Status

In Progress ▼

In Progress ✓

Closed

Assigned to

United Nations High Commissioner for Refugees

Due date

Fri, 07 Nov 2025

2

Status Update Comment

Provide comment for changing status (optional)

256 characters remaining

Comments are not editable later

Cancel Save

3

2 Annual Feedback for 12062Y25M244764

Checklist Properties Attachments (0)

Status

Closed ▼

Progress

100%

Location

Ethiopia UVT

Assigned to

United Nations High Commissioner for Refugees

Due date

Fri, 07 Nov 2025