Accountability to Affected People Working Group in Poland
Minimum Question Set: Communication, Feedback and Response
April 2022

The below set of questions represent the minimum data needs to obtain an understanding of information/communication needs and accessibility and effectiveness of feedback & response mechanism for refugees fleeing from Ukraine. The Accountability to Affected People Working Group (AAPWG) in Poland recommends integration of these questions in all assessments across all sectors and encourages systematic sharing of results for analysis.

As the number of refugees fleeing Ukraine continues to increase, timely and accurate information, effective two-way communication, and functioning and safe feedback and response mechanisms are key priorities to ensure accountability to affected people (AAP). The AAPWG is established to advance a coordinated approach to AAP activities and to provide technical support across sectors to ensure that the response is informed by feedback and priorities of refugees and that refugees have information about the services available for them.

Recommended Introduction

We will not share any of your personal information. The information collected will be anonymised and will be used to better serve and facilitate the humanitarian response. Participation in this survey is not linked to any kind of assistance. Your participation is voluntary, and you can choose not to answer any question you want or to stop at any time.

Do you agree to continue with this survey?
- YES
- No (end survey)

Respondent identifiers:
- **Gender**: Female, male, other, prefer not to say, unknown
- **Age**: 0 - 04, 05 - 11, 12- 17, 18 - 24, 25 - 30, 31 - 59, 60+
- **Nationality**: Ukraine, Russian Federation, Afghanistan, Stateless, Other (please specify)
- **Education Level**: No schooling - illiterate, No schooling - literate, Primary Education, Secondary Education, College / University, Other
- **Main language spoken at home**: armenian, belarusian, bulgarian, crimean_tatar, english, hebrew, hungarian, karaim, polish, romani, russian, ukrainian, ukrainian_sign_language, other

Segment 1. Communication and Information Needs

Q1. What type of relevant information have you received to access the assistance you need? (option for multi-select)
- My legal status in Poland
- How to claim asylum
- How to obtain documentation and related rights
- How to re-establish contact with relatives I am separated from
- How to get to the place I want to go (transport)
- Where to find accommodation
- How to access medical care
- How to access education
- How to get an employment
- How to access counselling/psychological support
- What services are provided in other countries
- Where can I get protection or support services as survivor of violence
- Other

- None
- Prefer not to answer

Q2. What would you like to receive more information about at the moment? (Select top 3):
- My legal status in Poland
- How to claim asylum
- How to obtain documentation and related rights
- How to re-establish contact with relatives I am separated from
- How to get to the place I want to go (transport)
- Where to find accommodation
- How to access medical care
- How to access education
- How to get an employment
- How to access counselling/psychological support
- What services are provided in other countries
- Where can I get protection or support services as survivor of violence
- Other
- None
- Prefer not to answer

Q3. Which sources of information do you trust to give you that information?
- International Media
- National Media
- National Government
- Community Leaders
- Religious Leaders
- Armed Forces
- Local Police
- Friends and Family locally
- Friends and Family abroad
- Networks of peers
- NGOs
- UN agencies
- Civil Society Organizations
- Volunteers
- Business and Private Sector
- Other
- Prefer not to answer

Q4. What channel(s) of communication are you using right now to find the information you need to protect yourself and your family?

- Social Media_____
- Television
- Telephone calls
- Messaging Apps_____
- SMS
- Face-to-Face interactions
- Email
- Printed Materials
- Online sites
- Radio
- Signs/Posters
- Other
- Prefer not to answer

Q5. What would be your preferred way to receive the information you need right now?

- Social Media _____
- Television
- Telephone calls
- Messaging Apps_____
- SMSs
- Face-to-Face interactions
- Email
- Printed Materials
- Radio
- Signs/Posters
- Other
- Prefer not to answer

Q5.a. If social media:
- Instagram
- Tik Tok
- Twitter
- Facebook
- Other (please specify)

Q5.b. If Messaging Apps:
- WhatsApp
- Telegram
- Viber
- Facebook Messenger
- Instagram Chat
- Signal
- Twitter
- Other (please specify)

Q6. What challenges are you facing in accessing information that you need at the moment?
- I don't know where to look for information
- I don't have a device to access online information
- I don't know which information to trust
- Information is not available in the language(s) I speak
- Information is not available in formats that are accessible for me
- Prefer not to answer

Segment 2. Feedback and Response

Q7. How would you prefer to provide feedback or make complaints to aid providers on the quality, quantity and appropriateness of the aid you have or will receive?
- Social Media_____
- Telephone calls
- Messaging Apps_____
- Face-to-Face interactions
- Email
- Complaint/suggestion box
- Other
- Prefer not to answer

Q8. How would you prefer to provide feedback to aid providers about the behaviour of aid providers and other sensitive issues (e.g. gender based violence, sexual exploitation and abuse)?
- Social Media_____
- Telephone calls
- Messaging Apps_____
- Face-to-Face interactions
- Email
- Complaint/suggestion box
- Other
- Prefer not to answer