



Introducing Loop

The independent voice for people receiving aid

Loop is a global platform for people to safely share and hear feedback on humanitarian and development services in their communities: a free-to-use technology tool that enables people receiving aid to shape the type and quality of services that are funded and delivered.

Why is Loop so important?

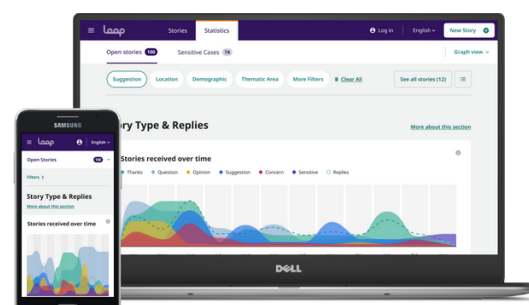
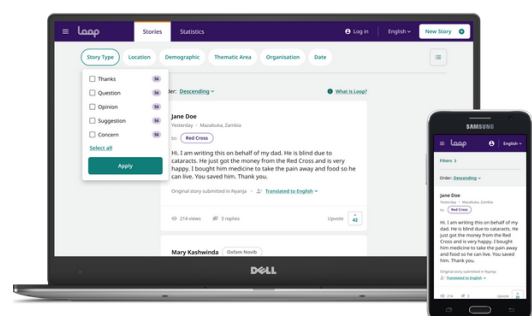
Because despite international calls for change, the needs and perspectives of customers of aid are still not adequately incorporated into the design and funding of the services that exist to support them. Loop harnesses the technological revolution and offers a solution.

Loop is reimagining accountability by listening to the voices of people

Loop imagines and brings to reality a world where people are not viewed simply as beneficiaries, but as active participants in the aid they receive: a world where individual opinions are heard and counted, where every story positively contributes to the solutions that individuals and communities experience.

In summary:

- With Loop, anyone from anywhere can give feedback on the services they have received safely, openly and in real-time, in most languages.
- With Loop, service providers can reach more people, reply to them directly and use their feedback to improve services and build trust.



How does Loop work?

Loop uses existing phone and computer technology to allow people receiving aid to give feedback; safely, easily, and without having to wait to be asked. Wherever they are, from the remotest rural communities to urban areas in crisis, anyone receiving aid can use Loop to tell their own story and shape the services being provided for them.

The organisations providing aid also benefit from Loop, with the ability to access and analyse feedback data on an ongoing basis – closing the feedback loop so they can constantly improve what they do.

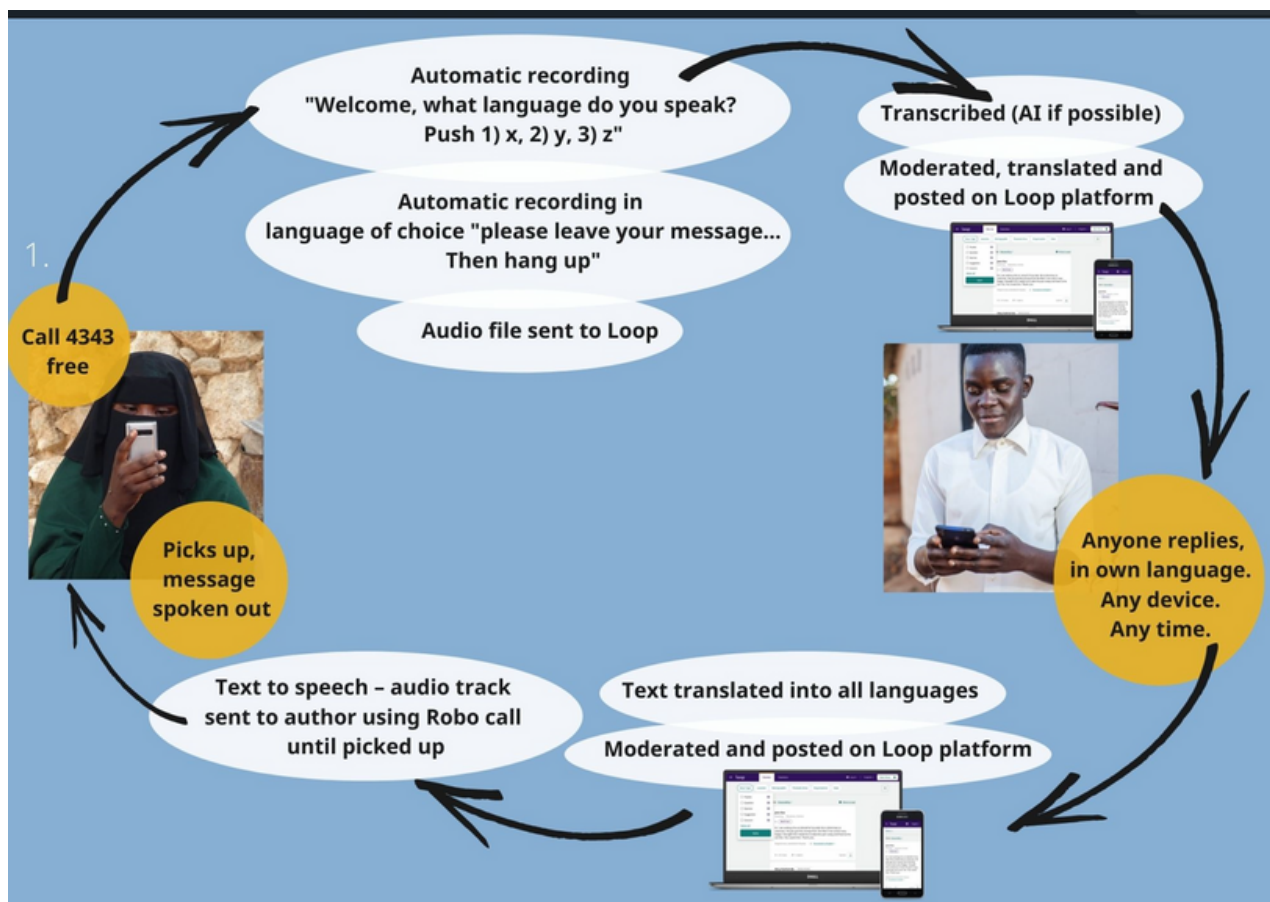
People can share their stories on Loop through WhatsApp, Facebook messenger, on the website directly and across the digital divide using SMS and soon via voice message (Interactive Voice Response and Reply - IVRR): meaning that it doesn't even depend on literacy – users can speak their stories.

Organisations can reply to them directly, across languages, to answer questions, address concerns and clarify misinformation in near real time.

Loop is accessible in 15 languages and three scripts and can scale to at the moment including English, Arabic, Spanish and French but also in local languages of the countries where it is rolled out.

Loop also provides a safe channel for the reporting of serious complaints about exploitation, fraud and abuse.

Loop helps to bridge the digital divide - IVRR:



Sensitive stories and our duty of care

Loop believes that everyone has an opinion about the support and services that they receive. It is our constant endeavor to find ways for them to feel confident and be able to share this in a safe, meaningful, and transparent manner, so that it informs and affects positive social change.

As our duty of care, we also safely receive sensitive stories of Sexual Exploitation, Abuse and Harassment as well as reports about serious complaints and fraud. We process these through a safe professional referral pathway, and they are not shared on the open platform.

Anonymised, aggregated data is however available on our statistics page. This will help to show trends, blockages, and accountability of the sector as a whole in real time, over geographic locations, types of organisations (CSOs, Govt authorities, INGO etc), types of feedback and across different demographics.



Your stories are safe with Loop

Loop will never:

-  **Sell** your data
-  **Share** your data
-  **Know** your **exact location**

People can contact you through a **Loop moderator only**

www.talktoloop.org 

We can also track if assistance has been provided and key milestones of investigations, if organisations share the topline updates with us. Everyone has access to this aggregate, non-identifiable data.

The safety of people who use Loop is paramount. We exceed the gold standards of data protection for all users of the site globally and manage and store data with the highest levels of data security.

Are you interested yet?

As of January 2022 183 people had signed on to the Talk to Loop platform to receive notifications if people post stories about their organisations. If you would like to sign on please follow this link to add your email and contact details: <https://app.talktoloop.org/profile>

Have a look around the stories so far, reply to people and sign up for notifications and newsletters on: www.talktoloop.org

Or email Alex for more information about next steps: alex@talktoloop.org

Zambia

Through these channels for free:

- SMS (and IVRR coming)
 - 4343 for free
- WhatsApp
 - +260 97 6256521
- Facebook:
 - @TalktoLoopZambia
- Web
 - www.talktoloop.org

And in these languages:

English, Bembe, Nyanja, Tonga, Lozi

Zambian Governance Foundation leads on Loop in Zambia. Please email: christabel@talktoloop.org

The Philippines

Through these channels for free:

- SMS (and IVRR coming)
 - 2158-0002 (on Globe)
 - 22565-0002 (on Cross-Telco)
- Facebook:
 - @TalktoLoopPhilippines
- Web in all languages:
 - www.talktoloop.org

And in these languages:

English, Tagalog, Cebuano

ECOWEB leads on Loop in the Philippines. Please email: retchel@talktoloop.org

Indonesia

Through these channels:

- WhatsApp:
 - +62 811 236 5555
- Facebook:
 - @TalktoLoop Indonesia

And in these languages:

Bahasa Indonesia

Predikt lead on Loop in Indonesia. Please email: Daris@talktoloop.org

Somalia

Through these channels for free:

- IVRR (SMS coming)
 - 6464

And in these languages:

Somali dialects of Maxatiri and Maay.

The Centre for Peace and Democracy lead on Loop in Somalia. Please email: salah@talktoloop.org

Ukraine Response

Through these channels:

WhatsApp: +48 88 88 80 017
Facebook Messenger: @talktolooppolska @talktoloopukrayina
Web: www.talktoloop.org

And in these languages:

Polish and Ukrainian (Russian and Roma coming)

Email: Natalia.Kotyla@talktoloop.org

**If you would like to consider bringing Loop to a new country then please email
Alex@talktoloop.org**