

**General Comment No. 13 (on CRC Article 19)
Guidance on how to use the
Standardised Feedback Form' (summer 2010)**

How should the feedback form / survey be filled in?

A – If you are filling in the form as an individual:

- **Step 1:** Read the background information before completing the survey. This includes: Draft 2 of the General Comment (and/or the adult and child-friendly summaries); the briefing paper on regional consultations; this 'guidelines' document.
- **Step 2:** Complete *either* the online version of the survey: <http://www.surveymonkey.com/s/GF2TKDS> - the password is: GC13 (not case sensitive) *or* the Word document version of the survey. ***Please do not submit both an online version and also a Word version: submit only one or the other.*** [If at all possible, the Drafting Team prefers the online version to be completed but this requires 30-60 minutes of good internet access and it must be done in one sitting].
- **Step 3:** If you have completed the Word version, save it and email it as an attachment to Nancy Taylor (ntiicrd@uvic.ca) and Marie Wernham (marie@createsolutions.org). You must fill in the 4 compulsory questions marked with an asterisk (*) in Section 2 (Basic Information) or the form will be returned to you.

B – If you are filling in the form on behalf of a group consultation (face-to-face or virtual)

- **Step 1:** Print off a copy of the Word version and use the questions as a basis for the group discussions, selecting and prioritising if necessary due to time constraints.
- **Step 2:** Delegate one person to fill out the feedback form during the consultation: they should make notes according to the designated format – either by hand on a hard copy, or electronically in the Word version.
- **Step 3:** Before the group consultation is over, make sure that answers have been received to the 4 compulsory questions in Section 2 (marked with an asterisk) and as many other questions in this section as possible (basic information).
- **Step 4: If you have good internet access,** go to: <http://www.surveymonkey.com/s/GF2TKDS> The password is: GC13 (not case sensitive). Follow the instructions and complete the form online (this must be done in one sitting). Once the form is 'submitted', the information is uploaded into the central database automatically. This is the preferred option if at all possible.
- **Step 5: If you do not have good internet access,** complete the Word version of the form and email it back as an attachment to Nancy Taylor (ntiicrd@uvic.ca) and Marie Wernham (marie@createsolutions.org). [Please note that the PDF form cannot be completed electronically as it does not allow for answers to be typed in.]
- ***Please only send in one form per group consultation. Please do not submit both an online version and also a Word version: submit only one or the other.***

Additional information on the feedback form:

1. Why was the standardised feedback form developed?

- To provide a standardised format for people to report back to the GC13 Drafting Team on the specific questions on which the team is seeking regional input.

2. How was the standardised feedback form developed?

- It was developed by the GC13 Writer (Marie Wernham) and representatives of the GC13 Executive Committee (Sue Bennett from ISPCAN and Stuart Hart from IICRD), based on a series of discussions held with members of the UN Committee on the Rights of the Child.

3. Can the feedback form be used to plan and report back on consultations with children and young people?

- The feedback form itself is not 'child-friendly'. There are no questions which are specific to children. However, it is assumed that anyone who is experienced in facilitating children's participation in these sorts of consultations should be able to take out a selection of some of the questions (as deemed relevant and appropriate to the specific consultation context) and adapt them into games, activities and/or discussions which are appropriate for different age groups.
- In theory, the form could be filled out directly by an older adolescent / young person, but the assumption is that an adult would be filling out the form on behalf of a group consultation with children (the 'age group' boxes in the 'basic info' section include categories for under-18s).
- If feedback from the children's / young people's activities and responses really do not fit into the standardised format then rapporteurs from these consultations can send in a separate report (e.g. a Word document). The option to send in a separate report in a non-standard format will only apply to children's consultations – not adults'.

4. Who should fill in the feedback form?

- A designated rapporteur on behalf of a face-to-face group consultation.
- A designated rapporteur on behalf of a virtual group consultation.
- Any individual who has been invited to provide separate feedback (e.g. an individual expert who is not able to participate in a face-to-face or virtual group consultation).
- In the case of group consultations, whether face-to-face or virtual, please ensure that *only one feedback form is completed per group consultation*.
- Individuals who participate in a group consultation, whether face-to-face or virtual, can also be invited to fill in an individual feedback form if they wish to, in order to explain their personal views in detail, but this is not in any way obligatory.

5. What other information needs to accompany the feedback form if it is being emailed to individuals to fill in? [suggestions]

- A covering email which extends the invitation to complete the form (personalised, if possible, and apologising in advance for cross-postings if the individual is likely to receive the form from more than one source).
- The summary briefing paper on regional consultations.
- Draft 2 of GC13.
- The adult and child-friendly summaries of Draft 2.
- The actual feedback form in Word, and the link and password to fill out the online version [<http://www.surveymonkey.com/s/GF2TKDS> – password: GC13.]
- This 'guidelines' document.

6. Do all of the questions need to be answered?

- No.
- There are 4 questions in the basic information section which are compulsory (Q1, 2, 3 & 5 – i.e. the type of feedback being provided (group or individual), contact details for the person filling in the form (although these can be anonymous), the date of the consultation and the region).
- Apart from this, the respondent is encouraged to fill in as many of the remaining questions as possible in order to maximise the value of their input – although none of the others are compulsory. However, group consultation organisers may need to prioritise and select only some of the questions for discussion if time is limited. Individuals can respond to whichever questions they want.
- If the respondent, either as an individual or on behalf of a group consultation, is not able to complete and return the feedback form by 15 August 2010, then they should not bother to reply to the questions in Section 3 of the form (in relation to feedback on specific aspects of Draft 2 of GC13). The remaining sections (on regional experiences in general and on implementation of the final version of GC13) can continue to be filled in up to 31 October 2010.

7. What is the deadline for filling in the feedback form?

- Feedback on questions in Section 3 of the form (in relation to feedback on specific aspects of Draft 2 of GC13) **must be returned by 15 August 2010**.
- Feedback on the remaining sections (on regional experiences in general and on implementation of the final version of GC13) can continue to be filled in up to 31 October 2010. **We regret that information provided after 15 August 2010 will not be able to be taken into consideration in the drafting of Draft 3 of GC13, but it will nonetheless be very useful for consideration of the broader content and implementation of GC13 in practice.**

8. Can I provide a report in a different format to the feedback form presented here?

- No. There is plenty of flexibility in the current version to provide 'additional comments' and so it should not be necessary to write a separate report. It is very important for the GC13 team to be able to easily collate all of the responses received. This will be very difficult and unnecessarily time consuming if having to deal with multiple formats. Thank you for your understanding on this point.

- The only exception to this is feedback on children's and young people's consultations: if it is really not possible to fit answers into the standardised format then rapporteurs from these consultations can send in a separate report format (e.g. a Word document) to Nancy Taylor (ntiicrd@uvic.ca) and Marie Wernham (marie@createsolutions.org).

9. What happens to the information after the feedback form has been submitted?

- If the feedback form is completed online, then the answers are automatically downloaded into a central database for analysis and consideration by the GC13 project team and the UN Committee on the Rights of the Child. This will help to inform Draft 3 of GC13 and its subsequent implementation.
- If the feedback form is completed as a Word version and returned by email, then someone from the project team will copy the responses into the online version.
- Personal contact details will not be shared without permission.

10. Does the feedback form exist in any other languages?

- Translations into some languages are underway. Please contact Nancy Taylor (ntiicrd@uvic.ca) for further information about which languages versions are already available. Please also contact Nancy if you are able to offer to translate the form into a particular language and she will provide further guidance on this.

If you have any further questions specifically regarding the feedback form, please contact Marie Wernham (marie@createsolutions.org), copied to Nancy Taylor (ntiicrd@uvic.ca). Questions regarding the regional consultations in general should be addressed just to Nancy Taylor (ntiicrd@uvic.ca).

Thank you!