



talk to loop

**ХОЧЕШ ОТРИМАТИ ДОПОМОГУ
ЧИ ПОДІЛИТИСЯ ВІДГУКАМИ ?**

CHCESZ POPROSIĆ O POMOC
LUB PRZEKAZAĆ OPINIĘ?

**ХОЧЕШ БЕЗПЕЧНО ВИСЛОВИТИ
ЗАНЕПОКОЄННЯ ЩОДО ЗЛОВЖИВАННЯ
ЧИ ЕКСПЛУАТАЦІЇ?**

CHCESZ BEZPIECZNIE ZGŁOSIĆ OBAWY DOTYCZĄCE
NADUŻYĆ LUB WYKORZYSTYWANIA?

ЗВ'ЯЖІТЬСЯ З TALK TO LOOP СЬОГОДНІ - ДЕТАЛІ ЗНАЙДЕТЕ НА ЗВОРОТІ.

ZGŁOŚ SWOJĄ HISTORIĘ DO LOOP - SZCZEGÓŁY NA ODWROCIE



talk to loop



**РОЗКАЖИ СВОЮ ІСТОРІЮ СЬОГОДНІ...
ЦЕ БЕЗКОШТОВНО, ЦЕ БЕЗПЕЧНО, ЦЕ ПРОСТО...**

OPowiedz swoją historię już dziś...
TO NIC NIE KOSZTUJE, JEST BEZPIECZNE I PROSTE W UŻYCIU

WHATSAPP: **+48 888 880 017**

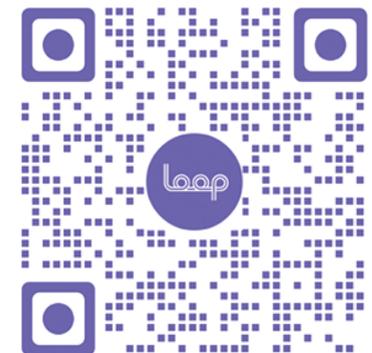
FACEBOOK MESSENGER:

@TALKTOLOOPUKRAYINA / @TALKTOLOOPPOLSKA

WWW: [HTTPS://APP.TALKTOLOOP.ORG/STORIES](https://app.talktoLoop.org/stories)

**ЗІСКАНУЙ ЩОБ
КОРИСТУВАТИСЯ У WHATSAPPA**

ZESKANUJ, ABY UŻYĆ WHATSAPP



Want to request
help, or to give
feedback?

Want to safely
raise concerns
about abuse or
exploitation?

Tell your story
today..
It's free, easy,
and safe

talk to loop

is now available in Polish and Ukrainian

Feedback with Talk To Loop today...

WhatsApp: +48 88 88 80 017

Facebook: @talktolooppolska @talktoloopukrayina

Web: <https://app.talktoloop.org/stories>



Or scan QR code to
use WhatsApp now

Organisations... register with Loop to read feedback: <https://app.talktoloop.org/auth/login>



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?

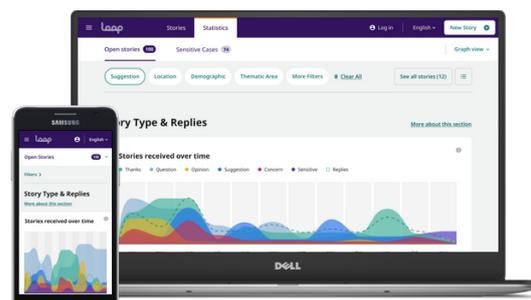
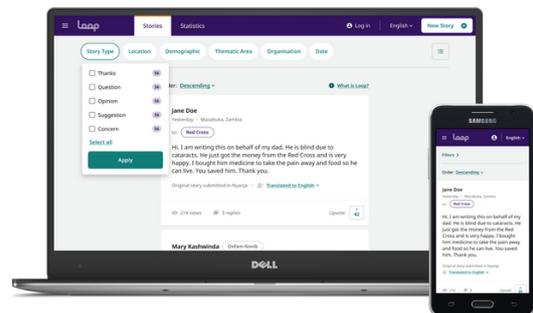
Because despite international calls for change, the needs and perspectives of customers of aid are still not adequately incorporated into the design and funding of the services that exist to support them. Loop harnesses the technological revolution and offers a solution.

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.

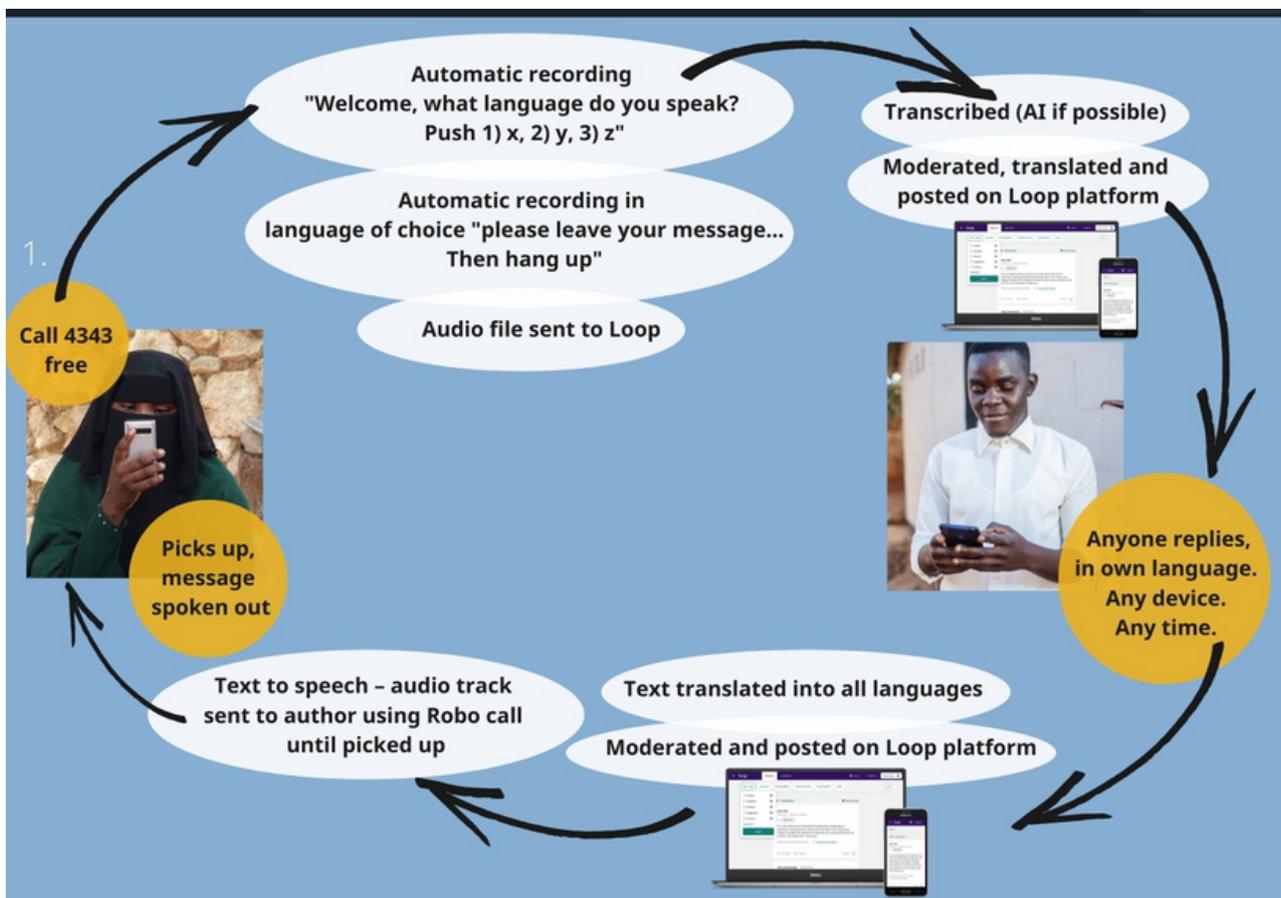
The organisations providing aid also benefit from Loop, with the ability to access and analyse feedback data on an ongoing basis – closing the feedback loop so they can constantly improve what they do.

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: meaning that it doesn't even depend on literacy – users can speak their stories.

Loop is accessible in 12 languages 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:

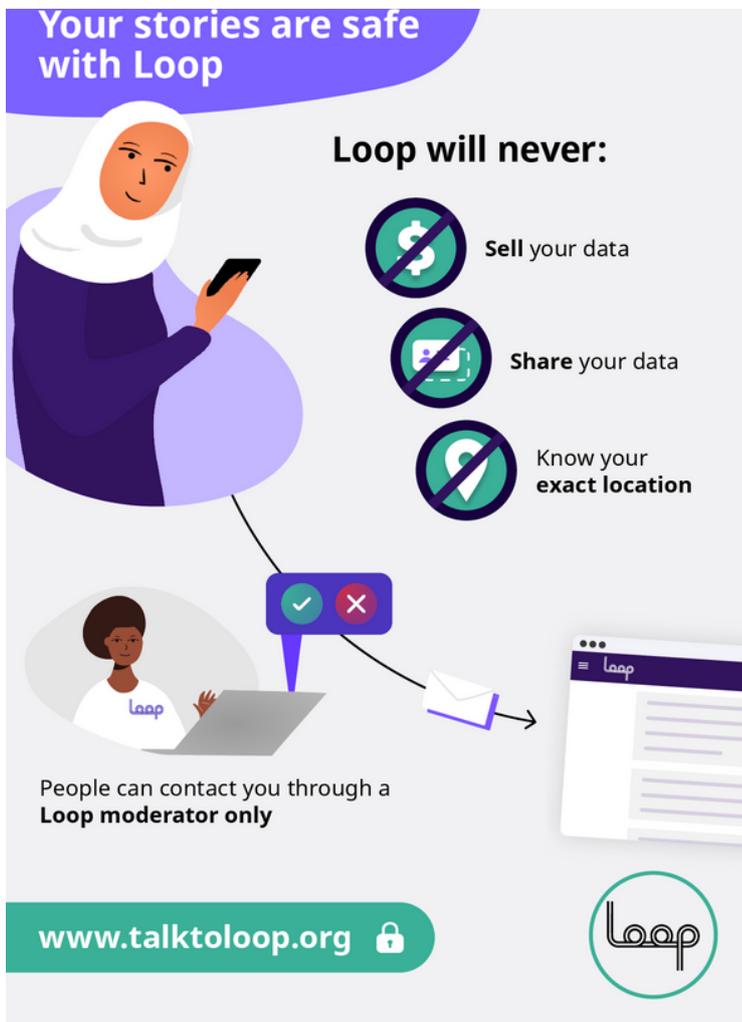


Sensitive stories and our duty of care

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

Loop is currently available in the following countries:

Zambia



Through these channels:

- SMS text to 4343 for free
- Voice messaging coming in April 2022
- WhatsApp (coming)
- Facebook: @TalktoLoopZambia (from April 2022)

And in these languages:

English, Bembe, Nyanja, Tonga with Lozi coming

Zambian Governance Foundation and NGOCC lead on Loop in Zambia and can be contacted by emailing: subilo@talktoloop.org

The Philippines



Through these channels:

- SMS 2158-0002 (on Globe) or 22565-0002 (on Cross-Telco)
- WhatsApp (coming)
- Facebook: @TalktoLoopPhilippines

And in these languages:

English, Tagalog, Cebuano

ECOWEB leads on Loop in the Philippines and can be contacted by emailing: retchel@talktoloop.org

Indonesia



Through these channels:

- Available soon on WhatsApp:
- Or through www.talktoloop.org

And in these languages:

English and Bahasa Indonesia

MPBI lead on Loop in Indonesia and can be contacted by emailing: avianto@talktoloop.org or avianto.amri@gmail.com

Somalia



Through these channels:

- Voice on the Hormuud network via SMS 6464

And in these languages:

In Somali dialects of Maxatiri and Maay.

The Centre for Peace and Democracy lead Loop in Somalia and can be contacted by emailing robert.wambu@cpd-africa.org