Accountability to Affected People Working Group (Poland)
Minimum question set on
Information, communication and feedback
March 2022

The below set of questions represent the minimum data needs to obtain an understanding of the 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 the integration of these questions in all assessments organised (individually or jointly) across all sectors, and encourages the systematic sharing of results for analysis purposes.

Background: 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 identified as key priorities to ensure our accountability to affected people. 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 the feedback and priorities of refugees and that refugees have information about the services available for them. To obtain a better understanding of information needs as well as accessibility to and quality of feedback mechanisms, the AAPWG developed a set of minimum questions to be integrated across assessments by all actors.

RESPONDENT identifiers:
- Gender: Female, male, other, prefer not to say, unknown
- Age: 0-04, 04-11, 11-17, 17-24, 25-30, 31-59, 60+
- Nationality: Ukraine, Russian Federation, Afghanistan, Stateless, Other
- 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)
Q2. What **would you like to receive more information about** at the moment? (Select top 3 options):
- [ ] 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

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
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

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

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

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?
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