



5.2. Questionnaire for collecting feedback from victims.

The Template suggested in [Annex 6](#) can be adapted for the purposes of exploring specific services and programmes. If needed, it can be transformed into a questionnaire or be used as a guideline for conducting interviews or group consultations.

Annex 6



6.1. Template for collecting feedback from service users.

This Template is designed to collect feedback from adult service users and not from children.

Depending on the mode of collecting feedback (in written form or via meeting/interview) the introduction can be adapted. The suggested topics and questions are optional and general.

The Template must be adapted according to the purpose for collecting feedback (evaluation of the implementation of services, NRM monitoring and evaluation, reporting, targeted collection of information related to a certain THB trend, concrete procedure or policy). It may include less, more or other thematic areas and less, more or other questions.

Please, note that in order to avoid situation uncomfortable for the user, the interviewer or the organisation requesting the feedback should not be the organisation providing the supporting services.

Introduction

My name is [...] and I am [position/profession] at [name of the institution/organisation]. Thank you for agreeing to meet and talk with me.

The purpose of our conversation [of this Form] is to find out what was your journey after you escaped the situation of trafficking. The information will be used only for [purpose of the feedback]. Your name will not be shared. No personal data will be collected.

You do not have to reply to all questions. If you feel uncomfortable, you can choose not to reply or we can stop the conversation immediately.

IDENTIFICATION	<ul style="list-style-type: none"> • What were you told when you first contacted a helping organisation? • Were your rights explained to you? • Were you informed of your right for a reflection period? • Was it easy to talk to the person from the organisation? • Did they understand you well and quickly? • Were you quickly referred to a suitable place? • How did you find the first conversation? • Did you contact the police?
SECURITY AND SUPPORT PLAN	<ul style="list-style-type: none"> • Have you discussed what specifically you need at this moment? • Were you able to say everything that worries you and that you need? • Thinking back, what else would have helped you at this point? • Was there anything else that was important to you that you couldn't say?
REFERRAL	<ul style="list-style-type: none"> • What information was provided to you before you were referred to another organisation? • Have you signed a document that you agree to this? • Did the people working at the organisation that you were referred to already know about you or did you have to tell them everything from the beginning? • Did their representative accompany you during the travel?
ACCOMMODATION, PSYCHOLOGICAL AND SOCIAL ASSISTANCE	<ul style="list-style-type: none"> • Were you accommodated in a shelter? • While you were in the shelter, did you see a doctor? • Did you receive humanitarian aid – money, clothes, anything else? • How many times did you meet with a psychologist? • Did you meet other people from the team? Could you remember what their positions were? • How long do you think you will need support? • What kind of support is most valuable to you right now and in the coming months?
REFLECTION PERIOD	<ul style="list-style-type: none"> • Did you receive an explanation what Reflection period is? • Have you spoken to a lawyer? Did you feel relaxed while you were talking to the lawyer? Did you understand everything he/she told you? • Was there anything left unclear in your conversation? • Did you have special protection arranged? • Did you talk to a psychologist?

REINTEGRATION	<ul style="list-style-type: none"> • Once you return to where you live, what specialists did you talk to? • Did you meet a psychologist? For how long? • Have people from your family consulted with a psychologist as well? • Did you have a reintegration plan in place? • Are you employed at the moment? (Have you worked anything since you came back – for how long)? • Have you reimbursed your health and social security? • Did the helping organisation contact you after you finished working with them? When was the last contact? • How long would you like to be in touch with the people at the organization that helps you? • Is there something that you wish were different – what would have helped/facilitated you better in your search for employment?
PARTICIPATION IN THE CRIMINAL PROCESS	<ul style="list-style-type: none"> • Was there a case filed against the trafficker? • What were you told about your involvement in this case? • Did you keep in touch with anyone from the organisation – a psychologist, a lawyer – during the criminal process? • Was the trafficker convicted? • Did you feel safe in the court? • Did you understand everything that was going on? • Did you have anyone whom you could ask questions? • Is there anything that you would like to change about your presence in the court?
COMPENSATION	<ul style="list-style-type: none"> • Did you receive information and explanation how you can seek compensation through the courts or through civil suit? • Do you intend to ask for such compensation? • Is anyone helping you with this? • Did you receive any financial compensation?

Would you like to add something else?

.....

Date: Name: