Feedback Best Practice Guide

✓ **Create a Safe & Welcoming Space** – Help people share their thoughts openly, without fear of judgment.

✓ **Use Different Ways to Get Feedback** – Let people choose how to share, like talking, writing, or staying anonymous, so everyone feels safe and heard.

✓ **Ask Open-Ended Questions** – Use questions that invite people to share their thoughts and ideas, not just say yes or no. Example: "What could make your experience in the council better?"

✓ **Prioritize Accessibility** – Ensure feedback tools are easy to use, available in multiple formats, and keep in mind different languages and reading skills.

METHOD	BEST USED FOR
Surveys & Forms:	Anonymous input, broad trends
One-on-One Check-Ins:	Personal experiences, hard-topics
Group Reflections:	Listening sessions, shared insights
Suggestion Box:	Ongoing, low-pressure feedback