Standard operating procedure (SOP) · WRK-SOP-007 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 2E.6

At a glance

- Run a staff feedback survey on WRK-FRM-004 at least once a year.
- Share the results with all staff within 3 months.
- Agree at least one action from the results, with an owner and a date.
- Report the actions back to staff.
- Stop and get help straight away if: no staff feedback has been gathered in the last 12 months.

1. Purpose

To hear what staff think about working in the organisation, and to act on it in a visible way [EC].

2. Scope

Applies to	All workforce members
Locations	All services
When	Yearly survey, results within 3 months, actions reported quarterly
Does not apply to	Individual complaints, which follow WRK-SOP-005

3. Definitions

Term	Meaning
Survey	A standard questionnaire given to all staff, anonymous unless the person chooses otherwise
Action	A specific change agreed in response to results, with an owner and a date

4. Background

Staff who see that feedback leads to change are more likely to give it. Anonymous surveys with visible action give the most honest results.

5. Responsibilities

Role	Responsibility	Competence
Human resources lead	Runs the survey and analyses results	HR and analysis
Chief executive	Receives the results and agrees the actions	Executive
Service managers	Own and report the actions for their teams	Management

6. Materials and equipment

Item	Requirement	Condition
Staff feedback survey template (WRK-FRM-004)	Current	Reviewed each year

7. Safety

- Anonymity is kept. Results are reported only for groups of at least 5 people.

8. Before you start

- Confirm the survey template and the reporting groups are agreed.

9. Procedure

Step 1. Run the survey.

- Issue WRK-FRM-004 to every staff member.
- Keep it open for at least 2 weeks.

Key point: Every staff member has the same chance to respond.

Step 2. Analyse.

- Summarise results by theme and by team, for groups of 5 or more.

- Highlight the three most important issues.

Key point: Analysis is short and clear.

Step 3. Share results.

- Share the summary with all staff within 3 months.
- Explain what will change and what will not, with reasons.

Key point: Sharing results is required, not optional.

Step 4. Act and report back.

- Agree actions with owners and dates.
- Report progress to staff each quarter.

Key point: Action visible to staff is the test of this process.

10. Decision points

- If results show a serious safety or wellbeing issue, it is passed to WRK-POL-003 at once, not held for the annual report.

11. Special situations

Situation	Action
Low response rate	Repeat the survey within the year and explain what was done to raise response.

12. Escalation

- Results showing a serious concern are reported to the chief executive within 2 weeks.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Survey run in the last 12 months	100%	Yearly	Human resources lead	Escalate to chief executive

Results shared within 3 months	100%	Each survey	Human resources lead	Escalate to chief executive
Actions with owner and date	100%	Quarterly	Service managers	Escalate to chief executive

14. Records

Record	Kept in	Retention
Completed surveys (anonymous)	HR files	3 years
Action plan from results	HR files	Employment plus 6 years

15. Training

- Managers are briefed on how to present results and agree actions.

16. Related documents

ID	Title	Use
WRK-FRM-004	Staff feedback survey template	Survey used in step 1
WRK-SOP-005	Staff grievance and investigation procedure	Individual concerns

17. Evidence

Reference	Note
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

No e-learning course is linked to this document yet.

Planned course: New course planned.

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

Download this document as PDF

Download this document as an editable Word file