

P U L S E F O R G O O D

Anonymous Feedback

Rollout Toolkit

A complete implementation guide for organizations launching anonymous feedback collection with Pulse For Good. This toolkit contains 10 ready-to-use documents covering staff training, participant communication, leadership alignment, trust safeguards, and post-launch evaluation.

10 Implementation Documents

Checklists • Templates • Guides • Audit Tools

pulseforgood.com

Toolkit Contents

This toolkit contains 10 standalone documents designed to guide your organization through every phase of launching anonymous feedback collection. Each document includes implementation instructions and ready-to-customize templates.

Document 1: Staff-Facing Anonymity Explanation — What “anonymous” does and does not mean in practice

Document 2: Participant-Facing Anonymity Statement — Plain-language anonymity promise for participants

Document 3: Leadership Alignment Checklist — Ensuring consistent messaging across all teams

Document 4: Common Anonymity Trust-Breakers Checklist — Small samples, follow-ups, wording pitfalls

Document 5: FAQ Template — Addressing staff and participant concerns about anonymity

Document 6: Rollout Timeline with Trust-Building Checkpoints — Phased implementation with verification milestones

Document 7: Sample Signage & Kiosk Copy — Reinforcing anonymity at the point of use

Document 8: Internal Escalation Rules — When anonymity may be ethically overridden

Document 9: Pre-Launch Audit Worksheet — Identifying and mitigating re-identification risks

Document 10: Post-Launch Trust Pulse Survey Template — Confirming participant perceptions of safety

DOCUMENT 1

Staff-Facing Anonymity Explanation

What “anonymous” does and does not mean in practice

 **INSTRUCTIONS:** *Distribute this document to all staff members before the feedback system goes live. Use it as a training handout during orientation sessions. Customize the bracketed sections to match your organization’s specific setup and policies.*

Purpose

This document is designed to give your staff a clear, honest understanding of how anonymity works in your feedback collection system. When staff understand the boundaries of anonymity, they can communicate accurately with participants and avoid making promises the system cannot keep.

What Anonymous Means at [Organization Name]

When we say feedback is “anonymous,” we mean the following:

- **No names are collected.** The survey does not ask for or record the participant’s name, date of birth, client ID, or any other identifying information.
- **No login required.** Participants do not sign in or authenticate to provide feedback. The kiosk is available to anyone.
- **Responses are pooled.** All responses are combined together in aggregate reports. No single response is displayed in isolation.
- **No device tracking.** The system does not track device IDs, IP addresses, or session cookies in a way that could link a response to a specific individual.
- **Staff cannot see individual responses in real time.** Staff members at the site level do not have access to view individual, timestamped responses while a participant is using the kiosk.

What Anonymous Does NOT Mean

It is equally important for staff to understand the limits of anonymity so they do not inadvertently make promises the system cannot keep:

- **Open-ended responses may contain identifying details.** If a participant writes their own name, room number, or other identifying information in a text box, that information will be visible in the response data.
- **Very small sample sizes can reduce anonymity.** If only 2–3 people use the kiosk at a particular site during a given period, it may be possible to infer who left certain feedback. Our reporting system suppresses results from small samples to mitigate this.

- **Timestamps exist in the database.** Each response has a timestamp. While this information is not displayed to staff, it exists for system maintenance purposes. In combination with knowledge of who was present at a specific time, this could theoretically reduce anonymity.
- **Safety exceptions exist.** If a response indicates imminent danger to self or others, your organization has a duty-of-care obligation that may require further investigation. See Document 8 (Internal Escalation Rules) for details.

Key Phrases for Staff to Use

When speaking with participants about the feedback system, staff should use language like:

SAY THIS	NOT THIS
"Your name is never attached to your answers."	"It's completely invisible — no one will ever know."
"We look at all the responses together, not one at a time."	"We can't see anything you write."
"The survey doesn't ask for your name or ID."	"There's no way to figure out who said what."
"If we have very few responses, we hold the data to protect privacy."	"Everyone's answers are 100% secret no matter what."
"The only exception is if someone is in immediate danger."	"Anonymous means anonymous, period."

Staff Acknowledgment

We recommend having each staff member sign or electronically acknowledge that they have read and understood this document before the feedback system launches.

I have read and understand the anonymity protocols described in this document. I will communicate honestly about what anonymity means and does not mean when speaking with participants.

Staff Name: _____ Date: _____

Signature: _____

DOCUMENT 2

Participant-Facing Anonymity Statement

Plain-language anonymity promise written for participants, not lawyers

 **INSTRUCTIONS:** Post this statement near the kiosk, include it as the first screen of the survey, or distribute it as a handout. This is written at approximately a 6th-grade reading level. Customize the bracketed sections. Do NOT add legal jargon — the goal is trust, not compliance language.

Your Feedback Is Anonymous

Your Feedback Is Anonymous

We want to hear from you — honestly. This survey is set up so that no one can tell who said what.

Here's what that means:

- ✓ We do not ask for your name.
- ✓ We do not track who uses this kiosk.
- ✓ Your answers get mixed in with everyone else's.
- ✓ Staff at this location cannot see your individual answers.
- ✓ Nothing you say here will affect the services you receive.

The only exception: If you tell us someone is in danger, we may need to act on that to keep people safe.

Your honest feedback helps us get better. Thank you for sharing.

Alternate Versions

Short Version (for kiosk screen or small signage)

"This survey is anonymous. We don't ask your name. We don't track who uses this kiosk. Your answers are combined with everyone else's. Be honest — it helps us improve."

Verbal Script (for staff introducing the kiosk)

"We have a quick survey on this screen if you'd like to share feedback. It's totally anonymous — it doesn't ask your name and no one here can see what you write. Your answers help us make things better for everyone."

Multi-Language Considerations

If your participant population includes non-English speakers, translate the short version into the most common languages spoken at your site. Prioritize clarity over literal translation — work with bilingual staff or professional translators to ensure the tone remains warm and reassuring rather than clinical.

DOCUMENT 3

Leadership Alignment Checklist

Ensuring consistent messaging across all leadership and management teams

 **INSTRUCTIONS:** Complete this checklist with your executive and management teams before rolling out the feedback system. Every leader who supervises staff at feedback collection sites should participate. The goal is to ensure no one in a leadership role inadvertently undermines trust in anonymity through their words or actions.

Messaging Alignment

<input type="checkbox"/>	All executives have reviewed and approved the Participant-Facing Anonymity Statement (Document 2)
<input type="checkbox"/>	Leadership team has agreed on a single, consistent explanation of what “anonymous” means at this organization
<input type="checkbox"/>	Leaders can articulate both what anonymity IS and what it IS NOT without referring to notes
<input type="checkbox"/>	Talking points have been distributed to all managers and supervisors
<input type="checkbox"/>	Leaders have committed to not requesting individual-level response data from Pulse For Good or internal analytics staff
<input type="checkbox"/>	No leader will publicly reference specific feedback in a way that could identify the respondent (e.g., “Someone on Tuesday’s shift complained about...”)

Behavioral Commitments

<input type="checkbox"/>	Leaders will not stand near or monitor the kiosk during participant use
<input type="checkbox"/>	Leaders will not ask participants directly whether they provided feedback or what they said
<input type="checkbox"/>	Leaders will not use feedback data punitively against staff or participants
<input type="checkbox"/>	Leaders will publicly acknowledge and act on feedback trends to demonstrate the system’s value
<input type="checkbox"/>	Leaders will share aggregate results with staff and participants on a regular cadence (quarterly recommended)
<input type="checkbox"/>	Leaders have identified a single point of contact for anonymity questions from staff or participants

Structural Safeguards

<input type="checkbox"/>	Data access permissions have been reviewed — only authorized roles can view raw
--------------------------	---

	response data
<input type="checkbox"/>	The organization has a written policy on who can access feedback data and under what conditions
<input type="checkbox"/>	Minimum sample size thresholds have been set for reporting (recommended: $n \geq 10$ before showing results)
<input type="checkbox"/>	The escalation protocol (Document 8) has been reviewed and approved by leadership
<input type="checkbox"/>	A schedule has been established for leadership to review aggregate feedback trends
<input type="checkbox"/>	A feedback loop mechanism exists to share back “what we heard and what we’re doing about it” with participants

Sign-Off

We recommend that each member of the leadership team sign this checklist to formalize their commitment:

Name: _____ Title: _____
Date: _____

DOCUMENT 4

Common Anonymity Trust-Breakers

Pitfalls that erode participant trust — and how to avoid them

 **INSTRUCTIONS:** Review this checklist during planning and revisit it quarterly. Each item represents a real-world scenario that has undermined anonymity trust at organizations using feedback systems. Use the “Mitigation” column to document your organization’s specific safeguard.

Sample Size Risks

✓	RISK	MITIGATION
<input type="checkbox"/>	Reporting results from a site with fewer than 10 responses in the period	Set minimum n threshold in reporting
<input type="checkbox"/>	Breaking results down by demographic when subgroup sizes are very small (e.g., 3 women at a men’s shelter)	Suppress subgroup data below n=10
<input type="checkbox"/>	Sharing verbatim open-ended responses from small sites where the writer is identifiable by context or writing style	Review open-ends before sharing publicly
<input type="checkbox"/>	Running a “special survey” for a small cohort (e.g., 5 people in a new program)	Aggregate with broader group or wait for volume

Follow-Up Risks

✓	RISK	MITIGATION
<input type="checkbox"/>	A staff member asks a participant “Was that you who wrote [specific comment]?”	Train staff: never reference specific comments
<input type="checkbox"/>	Leadership schedules a meeting “to discuss the feedback” immediately after a small number of responses come in	Wait for adequate sample before acting publicly
<input type="checkbox"/>	A manager changes policy and announces it was “because of what someone said on the kiosk” in a way that narrows it to a specific person	Frame changes as “based on overall trends”
<input type="checkbox"/>	The kiosk is placed in a location where staff can observe who uses it	Place kiosk in private, unmonitored area

Wording & Design Risks

✓	RISK	MITIGATION
---	------	------------

<input type="checkbox"/>	Survey asks for optional identifying info (room number, case worker name) that could link back to respondent	Remove all optional identifiers
<input type="checkbox"/>	Open-ended question prompts invite identifying details (e.g., “Tell us about YOUR experience with YOUR case worker”)	Use neutral prompts: “Share any feedback”
<input type="checkbox"/>	The survey intro says “anonymous” but then asks demographic questions that are only true for 1-2 people at the site	Limit demographics to large-group relevance
<input type="checkbox"/>	Timestamps on responses are visible in dashboard or exports accessible to site staff	Restrict timestamp visibility to admins only
<input type="checkbox"/>	Survey is only available at certain times, making it easy to correlate who was present	Keep kiosk available during all operating hours

Cultural & Environmental Risks

✓	RISK	MITIGATION
<input type="checkbox"/>	Participants see staff watching them while using the kiosk	Establish “privacy zone” around kiosk
<input type="checkbox"/>	The kiosk is positioned facing staff desks or cameras	Reposition to face wall or private area
<input type="checkbox"/>	Participants have had negative experiences with “anonymous” surveys at other organizations in the past	Acknowledge skepticism, build trust over time
<input type="checkbox"/>	Staff informally discourage negative feedback (“We’re trying our best, please be nice”)	Train staff to welcome all feedback equally

DOCUMENT 5

FAQ Template

Addressing staff and participant concerns about anonymity

 **INSTRUCTIONS:** *Customize these answers to reflect your organization's specifics. Post the participant section near kiosks or on your website. Use the staff section as a training reference. Add new questions as they arise from your team.*

Participant FAQs

QUESTION	SUGGESTED ANSWER
Is this really anonymous?	Yes. The survey does not ask for your name. It does not track who uses the kiosk. Your answers are combined with everyone else's, so no one can tell which answers are yours.
Will staff see what I write?	Staff at this location do not see individual answers. They see overall trends and summaries — like “80% of people feel safe here” — not what any one person said.
Could I get in trouble for my feedback?	No. This feedback system exists because we genuinely want to improve. Nothing you say will change the services you receive or create any negative consequences for you.
What if I write something that identifies me?	If you choose to include your name or other details in an open-ended response, that information will be in the response. We recommend not including identifying information if you want to stay anonymous.
What happens with my feedback?	[Organization Name] reviews feedback regularly to identify areas for improvement. We share what we're hearing and what changes we're making through [posters / meetings / newsletters].
What if I report something dangerous?	If feedback indicates someone is in immediate danger, we may take steps to ensure safety. This is the only situation where we might look more closely at a response.
Do I have to do this?	No. Feedback is completely voluntary. You can skip it entirely, skip any question, or stop at any time.

Can I give feedback more than once?	Yes. You're welcome to share feedback whenever you'd like. Each time is treated as a separate, anonymous response.
--	--

Staff FAQs

QUESTION	SUGGESTED ANSWER
Can I see who left specific feedback?	No. The system is designed so that individual responses cannot be attributed to specific participants. You will see aggregate trends and themes, not individual attributions.
What if a participant tells me they left negative feedback?	Thank them for sharing. Do not ask for details about what they wrote. Reinforce that the system is here to help the organization improve, and that honest feedback is valued.
What if I recognize someone's writing style in an open-ended response?	Do not act on this. Do not share your suspicion with anyone. Treat all open-ended responses as anonymous regardless of perceived authorship.
Can I encourage participants to give positive feedback?	You should encourage all participants to give honest feedback. Do not steer them toward positive or negative responses. Biased encouragement undermines the system's value.
What if I disagree with feedback about me or my team?	That's normal and expected. Feedback is one data point among many. Discuss trends with your supervisor and focus on patterns rather than individual comments.
Am I being evaluated based on this feedback?	Feedback data is used to improve services, not to punish staff. If trends in a specific area are concerning, your supervisor will work with you on solutions, not penalties.
Who do I contact if I have questions about the system?	Contact [designated anonymity point of contact — name, role, email/phone] with any questions about how the feedback system works.

DOCUMENT 6

Rollout Timeline with Trust-Building Checkpoints

A phased implementation plan with verification milestones at each stage

 **INSTRUCTIONS:** Adapt this timeline to your organization's needs. The key principle is that trust cannot be rushed — each phase includes a trust checkpoint that should be verified before moving to the next phase. Document your target dates and responsible parties in the rightmost column.

Phase 1: Foundation (Weeks 1-2)

TIMEFRAME	ACTION	TRUST CHECKPOINT
Week 1	Complete Leadership Alignment Checklist (Document 3)	All leaders signed off
Week 1	Complete Pre-Launch Audit Worksheet (Document 9)	No unresolved high-risk items
Week 1-2	Finalize kiosk placement based on privacy requirements	Kiosk location approved by privacy lead
Week 2	Customize all toolkit documents with organization-specific details	Documents reviewed by legal/compliance
Week 2	Set up data access permissions and minimum sample thresholds	IT/admin confirms configuration

Phase 2: Staff Preparation (Weeks 3-4)

TIMEFRAME	ACTION	TRUST CHECKPOINT
Week 3	Distribute Staff-Facing Anonymity Explanation (Document 1) to all staff	All staff have received the document
Week 3	Conduct staff training sessions using FAQ Template (Document 5)	Staff can explain anonymity without notes
Week 3-4	Role-play exercises: staff practice responding to participant questions	Supervisors confirm readiness
Week 4	Collect signed Staff Acknowledgment forms	100% of relevant staff have signed
Week 4	Install signage and kiosk copy (Document 7)	Signage is visible and accurate

Phase 3: Soft Launch (Weeks 5-6)

TIMEFRAME	ACTION	TRUST CHECKPOINT
Week 5	Go live with kiosk at one pilot site	Kiosk is operational and accessible
Week 5	Staff actively introduce the kiosk to participants using the verbal script	At least 20 responses collected
Week 5-6	Monitor for trust-breaker behaviors (Document 4)	No trust violations reported
Week 6	Review initial responses for quality and any re-identification concerns	No identifying data in responses
Week 6	Gather informal staff feedback on the process	Staff feel confident and prepared

Phase 4: Full Launch (Weeks 7-8)

TIMEFRAME	ACTION	TRUST CHECKPOINT
Week 7	Expand to all sites	Kiosks active at all locations
Week 7	Share first aggregate results with staff (model transparency)	Staff see the system working
Week 8	Share “What We Heard” summary with participants	Participants see action being taken
Week 8	Conduct Post-Launch Trust Pulse Survey (Document 10)	80%+ feel safe giving honest feedback

Phase 5: Ongoing Operations (Monthly/Quarterly)

TIMEFRAME	ACTION	TRUST CHECKPOINT
Monthly	Review aggregate feedback trends and share with leadership	Regular reporting cadence established
Monthly	Spot-check for trust-breaker behaviors (Document 4)	No new violations identified
Quarterly	Re-administer Trust Pulse Survey (Document 10)	Trust scores stable or improving
Quarterly	Update FAQ document with new questions that have emerged	FAQ stays current and relevant
Annually	Full re-audit using Pre-Launch Audit Worksheet (Document 9)	All safeguards remain in place

DOCUMENT 7

Sample Signage & Kiosk Copy

Ready-to-use text for signs, screens, and handouts that reinforce anonymity at the point of use

 **INSTRUCTIONS:** Choose the signage versions that work best for your physical space. Print signs on card stock or laminate for durability. Place them at eye level near the kiosk. Replace signs if they become worn or damaged — tattered signage undermines the professional feel that supports trust.

Sign Option A: Wall Poster (Near Kiosk)

YOUR VOICE MATTERS

Share your feedback anonymously on this kiosk.

- ✓ No name required
- ✓ No one can see your answers
- ✓ Your feedback won't affect your services
- ✓ Takes about 2 minutes

Honest feedback helps us serve you better.

Sign Option B: Table Tent / Small Standing Card

Got Feedback?

Use the kiosk to share your thoughts.
It's anonymous. It's quick. It helps.

Kiosk Welcome Screen Copy

Use this text as the first screen participants see when they approach the kiosk:

Welcome!

We'd love your honest feedback. This survey is completely anonymous — we don't ask for your name and no one here can see your individual answers.

It takes about 2 minutes.

[Tap to Begin]

Kiosk Closing Screen Copy

Thank You!

Your anonymous feedback has been recorded. We review feedback regularly and use it to make real improvements.

Your voice matters. Thank you for sharing.

“What We Heard” Results Poster Template

After you've collected enough responses (recommended: at least one full month of data), post a results summary near the kiosk. This closes the feedback loop and encourages continued participation.

YOU SPOKE. WE LISTENED.

Here's what we heard from your feedback in [Month/Quarter]:

- ✓ [X]% of you feel safe here
- ✓ [X]% rated staff as friendly and helpful
- ✓ You asked for [specific improvement], and here's what we're doing: [action taken]

Keep sharing. Your voice drives real change.

DOCUMENT 8

Internal Escalation Rules

When and how anonymity may be ethically overridden in the interest of safety

INSTRUCTIONS: This document must be reviewed and approved by your organization's legal counsel, compliance officer, and executive leadership before launch. It should be included in staff training but NOT shared broadly with participants (the participant-facing statement in Document 2 already addresses this in age-appropriate, non-alarming language). Update this document whenever your organization's mandatory reporting obligations or safety protocols change.

Guiding Principle

Anonymous feedback is a cornerstone of trust in this system. Breaching anonymity should be an extraordinary action, not a routine one. The threshold for breaching anonymity must be high, the process must be documented, and the decision must never rest with a single individual.

When Escalation Is Required

Anonymity may be overridden ONLY when a response indicates one or more of the following:

TIER 1: IMMEDIATE DANGER	<p>A participant expresses intent to harm themselves or others imminently. This includes explicit statements of suicidal intent, threats of violence, or disclosures of ongoing abuse of a minor or vulnerable adult.</p> <p>Action: Escalate immediately to designated safety officer. Follow existing crisis protocols. Document the action.</p>
TIER 2: MANDATORY REPORTING	<p>A response contains information that triggers mandatory reporting obligations under your jurisdiction's laws (e.g., suspected child abuse, elder abuse, or certain communicable diseases).</p> <p>Action: Follow mandatory reporting procedures. Consult legal counsel. Document the action and the legal basis for breaching anonymity.</p>
TIER 3: SERIOUS CONCERN	<p>A response describes a serious safety or welfare concern that does not meet the threshold for Tier 1 or 2, but warrants follow-up (e.g., allegations of staff misconduct, unsanitary conditions creating health risks, or systemic neglect).</p> <p>Action: Investigate the concern without attempting to identify the respondent. Address the systemic</p>

issue, not the individual report. Document the action.

Who Can Authorize Escalation

Escalation decisions must involve at least two authorized individuals. No single person should unilaterally decide to breach anonymity. Authorized roles typically include:

<input type="checkbox"/>	Executive Director or CEO
<input type="checkbox"/>	Clinical Director or Chief Medical Officer
<input type="checkbox"/>	Legal Counsel or Compliance Officer
<input type="checkbox"/>	Designated Safety Officer

What Escalation Does NOT Authorize

<input type="checkbox"/>	Sharing individual response data with the respondent's direct service provider without a safety basis
<input type="checkbox"/>	Using response data in performance reviews of staff members named in feedback
<input type="checkbox"/>	Sharing response data with law enforcement absent a legal obligation to do so
<input type="checkbox"/>	Publicly identifying a respondent in any internal or external communication
<input type="checkbox"/>	Retaliating against or altering services for a participant based on their feedback

Documentation Requirements

Every escalation must be documented using the following template:

✓	FIELD	DETAILS
<input type="checkbox"/>	Date and time of escalation	
<input type="checkbox"/>	Response content that triggered escalation (verbatim)	
<input type="checkbox"/>	Tier classification (1, 2, or 3)	
<input type="checkbox"/>	Authorizing individuals (names and titles)	
<input type="checkbox"/>	Action taken	
<input type="checkbox"/>	Outcome and follow-up	
<input type="checkbox"/>	Whether respondent identity was determined (yes/no)	
<input type="checkbox"/>	Legal basis for breach, if applicable	

DOCUMENT 9

Pre-Launch Audit Worksheet

Identifying and mitigating re-identification risks before going live

 **INSTRUCTIONS:** Complete this worksheet for each site before activating the feedback kiosk. Any item marked “High Risk” must be resolved before launch. Items marked “Medium Risk” should have a documented mitigation plan. Re-run this audit annually or whenever your survey design, site configuration, or participant population changes significantly.

Site Information

Site Name	
Address	
Auditor Name	
Audit Date	
Approximate daily participant volume	

Physical Environment Audit

✓	AUDIT ITEM	RISK LEVEL
<input type="checkbox"/>	Kiosk screen is NOT visible to staff from their normal work positions	High / Medium / Low
<input type="checkbox"/>	Kiosk screen is NOT visible to security cameras	High / Medium / Low
<input type="checkbox"/>	There is adequate physical space around the kiosk for privacy (no one looking over shoulder)	High / Medium / Low
<input type="checkbox"/>	Kiosk is in a location participants can access without asking staff for permission	High / Medium / Low
<input type="checkbox"/>	Kiosk is available during all operating hours (not locked away or powered off during certain periods)	Medium / Low
<input type="checkbox"/>	Signage (Document 7) is posted and visible near the kiosk	Medium / Low

Survey Design Audit

✓	AUDIT ITEM	RISK LEVEL
<input type="checkbox"/>	Survey does NOT ask for name, date of birth, client ID, or other direct identifiers	High

<input type="checkbox"/>	Survey does NOT ask for indirect identifiers that could narrow to a single person (e.g., room number, bed assignment, unique program name with <5 participants)	High / Medium
<input type="checkbox"/>	Demographic questions have been reviewed: no combination of demographics could identify a single person at this site	High / Medium
<input type="checkbox"/>	Open-ended questions do NOT prompt for identifying details (e.g., "Tell us about your case worker by name")	High
<input type="checkbox"/>	Survey introduction includes the anonymity statement from Document 2	Medium
<input type="checkbox"/>	Survey closing screen includes a thank-you message and feedback loop reference	Low

Data Access & Handling Audit

✓	AUDIT ITEM	RISK LEVEL
<input type="checkbox"/>	Only authorized roles can access raw response data (list roles: _____)	High
<input type="checkbox"/>	Timestamps are NOT visible to site-level staff in the dashboard	High / Medium
<input type="checkbox"/>	Minimum sample size threshold is configured (n ≥ ____ before results shown)	High
<input type="checkbox"/>	Data export permissions are restricted (who can export: _____)	High
<input type="checkbox"/>	The Download Data Disclaimer is enabled and requires acknowledgment before export	Medium
<input type="checkbox"/>	Data retention policy is documented (data retained for ____ months/years)	Medium

Participant Population Audit

✓	AUDIT ITEM	RISK LEVEL
<input type="checkbox"/>	Average daily respondent volume is sufficient to protect anonymity (recommended: 5+ per day)	High / Medium
<input type="checkbox"/>	No subgroups at this site are so small that their responses could be singled out	High / Medium
<input type="checkbox"/>	Participants do not have a history of retaliation fears with prior feedback systems	Medium
<input type="checkbox"/>	Multilingual needs have been addressed (survey and signage available in relevant languages)	Medium
<input type="checkbox"/>	Participants with low literacy levels have been considered (simple language, visual cues)	Medium

Risk Resolution Log

For any item marked High or Medium risk, document the specific mitigation plan below:

AUDIT ITEM	RISK	MITIGATION PLAN	RESOLVED BY

Audit Sign-Off

This site has been audited and all High-risk items have been resolved. The site is approved for feedback collection launch.

Auditor: _____ Date: _____

Approver: _____ Date: _____

DOCUMENT 10

Post-Launch Trust Pulse Survey Template

Confirming participant perceptions of safety and anonymity after launch

 **INSTRUCTIONS:** Administer this survey 2–4 weeks after launch, then quarterly. This can be added as a brief addendum to your regular feedback survey or administered separately. The survey itself should be anonymous (*practice what you preach*). Track results over time to ensure trust is stable or improving. If any item drops below 70% agreement, investigate immediately using the Trust-Breakers Checklist (Document 4).

Participant Trust Survey

Please rate your level of agreement with each statement below.

STATEMENT	AGREE	NEUTRAL	DISAGREE
I believe my feedback on this kiosk is truly anonymous.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel comfortable being honest on this kiosk, even if my feedback is negative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I do not worry about negative consequences from giving feedback.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff at this location have never asked me about my specific survey responses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have seen evidence that feedback is being used to make improvements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend this feedback system to others here.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understand what happens with the feedback I provide.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel respected when using the feedback kiosk.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Open-Ended Questions

Include these optional open-ended questions to gather qualitative trust data:

1. Is there anything that makes you uncomfortable about using the feedback kiosk? If so, please describe.
2. What would make you feel more comfortable giving honest feedback?
3. Have you noticed any changes based on feedback? If so, what?

Staff Trust Survey

Administer this version to staff to gauge internal perceptions of the system:

STATEMENT	AGREE	NEUTRAL	DISAGREE
I understand how the anonymous feedback system works.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am confident I can explain anonymity accurately to participants.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I believe the feedback data is being used constructively, not punitively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have not felt pressured to influence participant feedback in any direction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know who to contact if I have concerns about the feedback system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I believe the feedback system is improving our services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel comfortable with how leadership uses the feedback data.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Scoring & Interpretation Guide

SCORE RANGE	STATUS	RECOMMENDED ACTION
90-100% Agree	Excellent	Continue current practices. Share results as a success story.
80-89% Agree	Good	Minor refinements. Investigate any items below 80%.
70-79% Agree	Caution	Review Trust-Breakers Checklist. Conduct focused staff retraining. Increase visible feedback loop activities.
Below 70% Agree	Alert	Immediate investigation required. Pause expansion. Conduct participant and staff focus groups. Address root causes before continuing.

End of Toolkit

For implementation support, contact your Pulse For Good account manager or visit pulseforgood.com

© Pulse For Good. All rights reserved.