

Keystone Ethical Framework August 2009: Summary

Keystone's constituency feedback exercises aim to be inherently developmental. Our practice of collecting and using feedback from people who have relatively little power must carefully consider its effects on them and their ongoing power relationships.

Keystone's August 2009 ethical framework sets out 10 practices to guide our feedback systems.

1. Inclusive design	We include respondents in all major decisions about designing research, often through an advisory group.
2. Informed consent	Respondents are asked for their informed consent. They will not suffer any discrimination if they refuse.
3. Confidentiality	We guarantee the confidentiality of all individual responses.
4. Power and gender analysis	We design research to consider the views of the least powerful people separately from other groups. We normally expect to disaggregate feedback from women and men.
5. Appropriate methods and sampling	We use methods appropriate for respondents. Samples will be statistically valid.
6. Complaints	We establish simple methods for handling complaints. All respondents are informed of their right to complain.
7. Reporting back	We encourage commissioning agencies to report findings back to respondents in ways that are easy for them to access.
8. Deliberation	We encourage commissioning agencies to discuss the findings with respondents with a view to taking action.
9. Publication	We encourage commissioning agencies to publish findings (unless there is an overwhelming reason not to).
10. Personal attitudes	All stakeholders, including Keystone staff, will demonstrate respect for others, and a commitment to build understanding and dialogue. Individuals will not abuse their positions for private benefit.

All these practices have to be carefully applied to the local context, requiring time and consideration. The practices and underlying principles may at times conflict with each other, which will require more careful reasoning.

We do not carry out constituency feedback exercises where either:

- Constituents do not want to give feedback, having considered the proposition, or
- Powerful actors are not sincerely committed to strengthening dialogue with constituents.