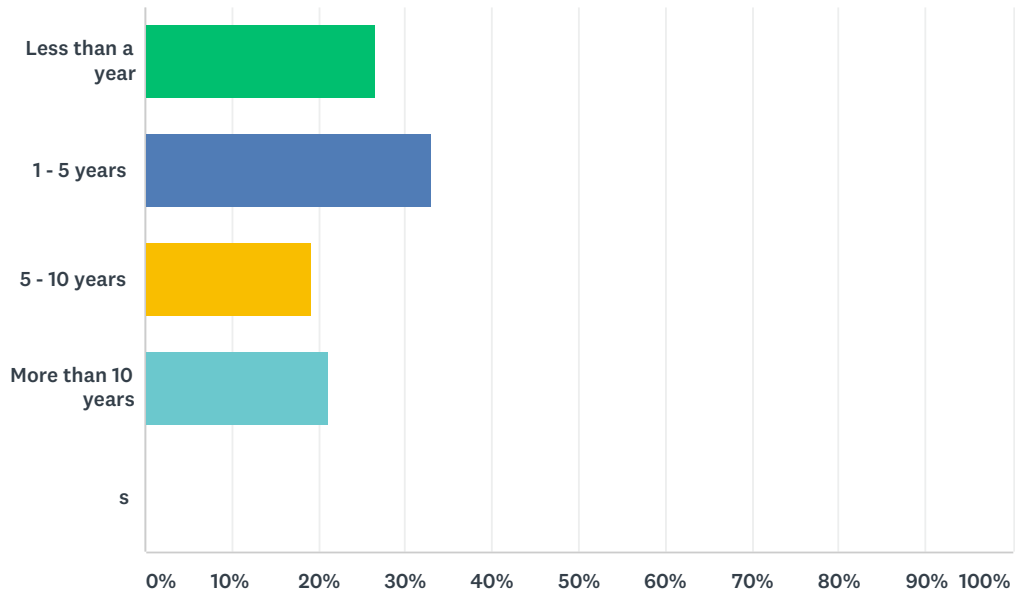


### Q1 Please indicate how long you have followed CAO's work. (Select one)

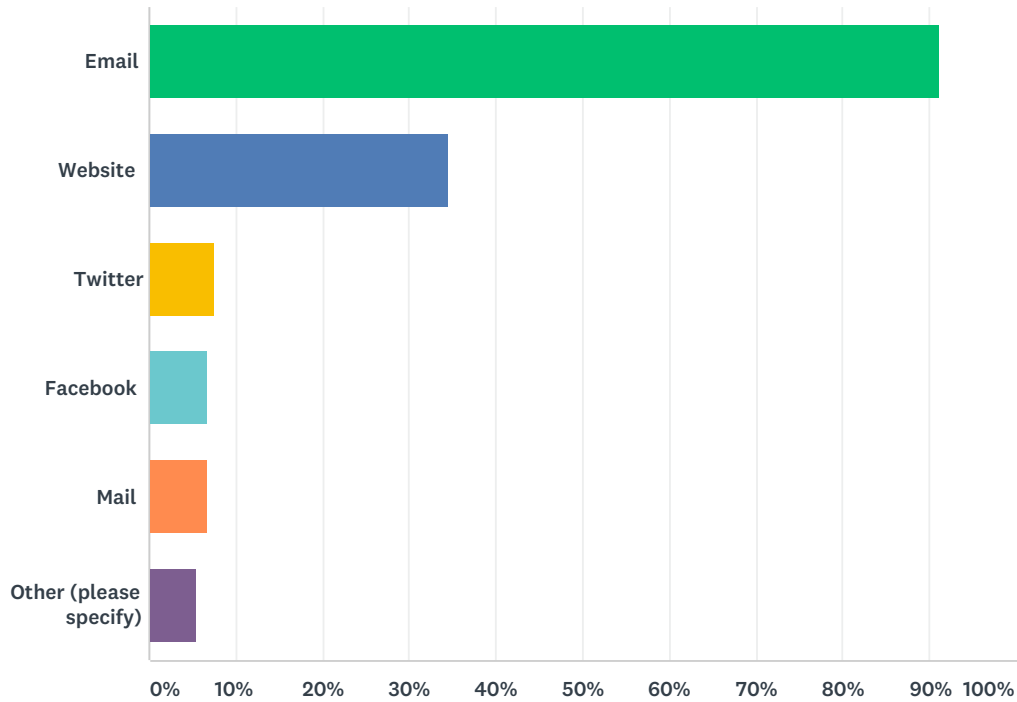
Answered: 166 Skipped: 1



ANSWER CHOICES	RESPONSES	
Less than a year	26.51%	44
1 - 5 years	33.13%	55
5 - 10 years	19.28%	32
More than 10 years	21.08%	35
s	0.00%	0
<b>TOTAL</b>		<b>166</b>

## Q2 Please indicate how you currently receive news and information from CAO. (Select all that apply)

Answered: 148 Skipped: 19

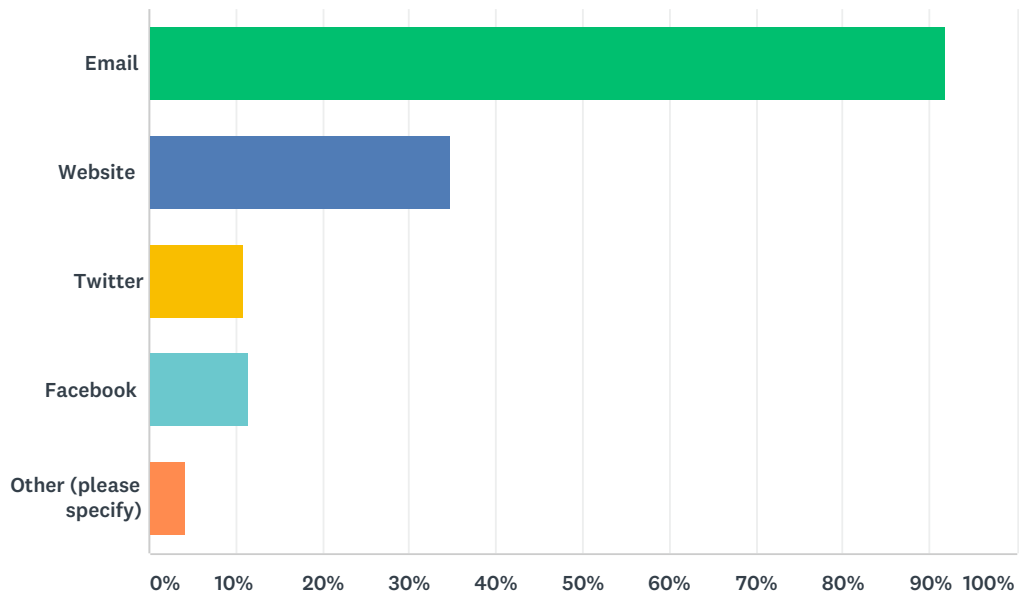


ANSWER CHOICES	RESPONSES
Email	91.22% 135
Website	34.46% 51
Twitter	7.43% 11
Facebook	6.76% 10
Mail	6.76% 10
Other (please specify)	5.41% 8
Total Respondents: 148	

#	OTHER (PLEASE SPECIFY)	DATE
1	none	2/14/2018 11:22 PM
2	No idea - what is CAO?	2/14/2018 5:54 PM
3	Brochure	2/14/2018 4:24 PM
4	In Person	2/2/2018 5:47 PM
5	Your website has a weird name. Hard to find.	2/1/2018 4:41 PM
6	bilaterla meetings	1/31/2018 5:08 PM
7	through our Dept	1/31/2018 3:28 PM
8	i dont receive news.	1/31/2018 3:16 PM

### Q3 Please indicate how you would prefer to receive news and information from CAO? (Select all that apply)

Answered: 147 Skipped: 20

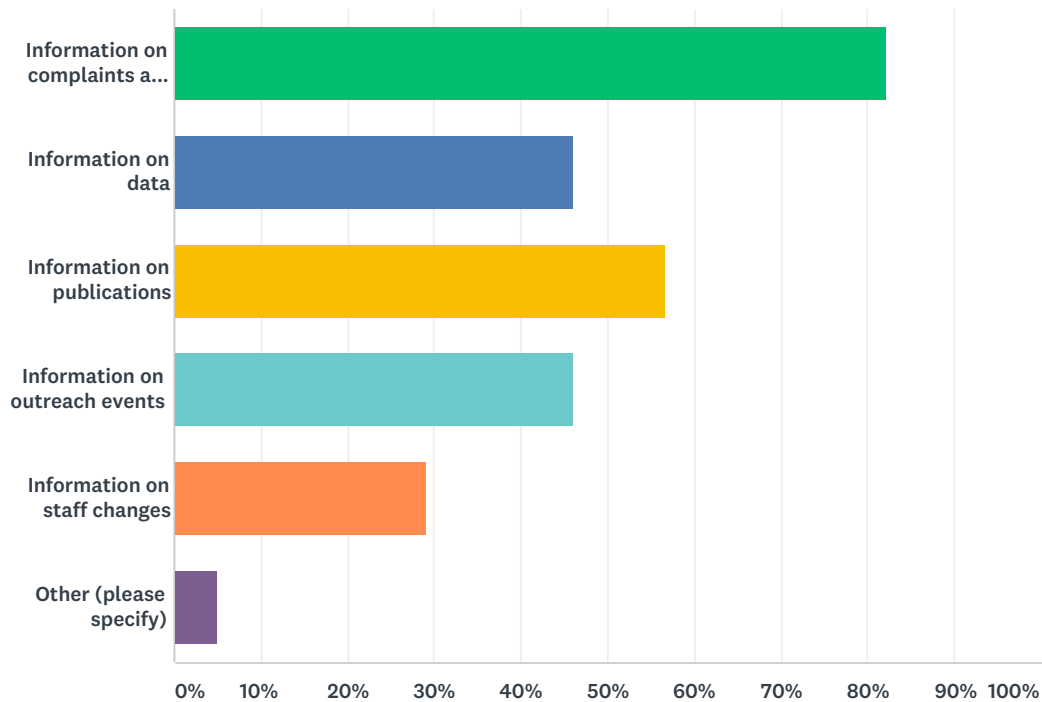


ANSWER CHOICES	RESPONSES
Email	91.84% 135
Website	34.69% 51
Twitter	10.88% 16
Facebook	11.56% 17
Other (please specify)	4.08% 6
Total Respondents: 147	

#	OTHER (PLEASE SPECIFY)	DATE
1	don't know who you are or what you do, so no need to contact me.	2/14/2018 5:54 PM
2	Linkedin	2/5/2018 5:20 PM
3	In Person	2/2/2018 5:47 PM
4	and Dept	1/31/2018 3:28 PM
5	Email with link to website when an annual report or quarterly report or important decision is ready.	1/31/2018 3:24 PM
6	i do not believe i need to receive this information	1/31/2018 3:16 PM

## Q4 Please indicate what types of information you most value receiving from CAO. (Select all that apply)

Answered: 141 Skipped: 26

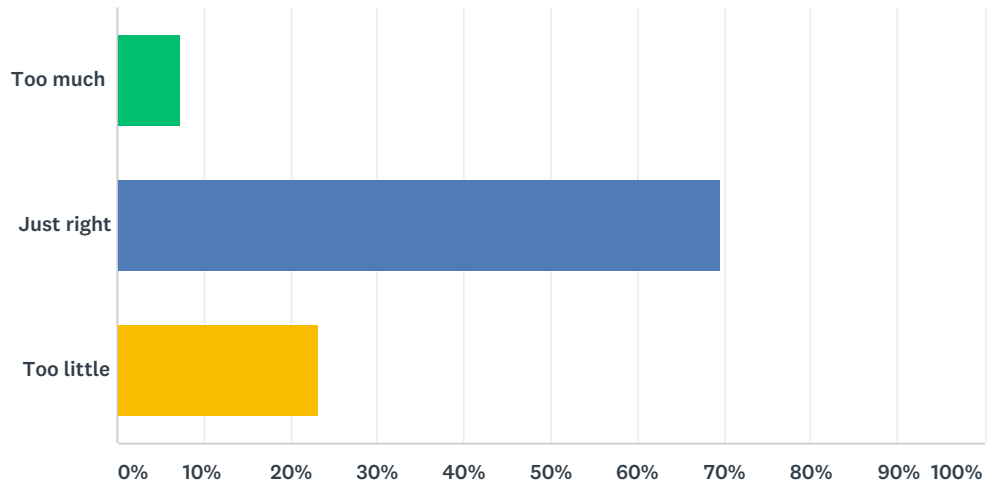


ANSWER CHOICES	RESPONSES
Information on complaints and cases	82.27% 116
Information on data	46.10% 65
Information on publications	56.74% 80
Information on outreach events	46.10% 65
Information on staff changes	29.08% 41
Other (please specify)	4.96% 7
Total Respondents: 141	

#	OTHER (PLEASE SPECIFY)	DATE
1	Criteria on considering complaints eligible for CAO cases are vague.	2/19/2018 9:53 AM
2	All of the above	2/15/2018 12:29 PM
3	Guiding adjudication principles	2/15/2018 1:13 AM
4	How CAO handles each case	2/1/2018 1:17 AM
5	Sectoral trends, complaints, risks and issues; more analysis and advice on what management and mitigation measures are needed to avoid CAO cases.	1/31/2018 6:58 PM
6	It would be helpful to have lessons learned from complaints for IFC's investment and advisory operations	1/31/2018 3:33 PM
7	good practice/learning	1/31/2018 3:28 PM

Q5 Please rate the quantity of information provided by CAO. (Select one)

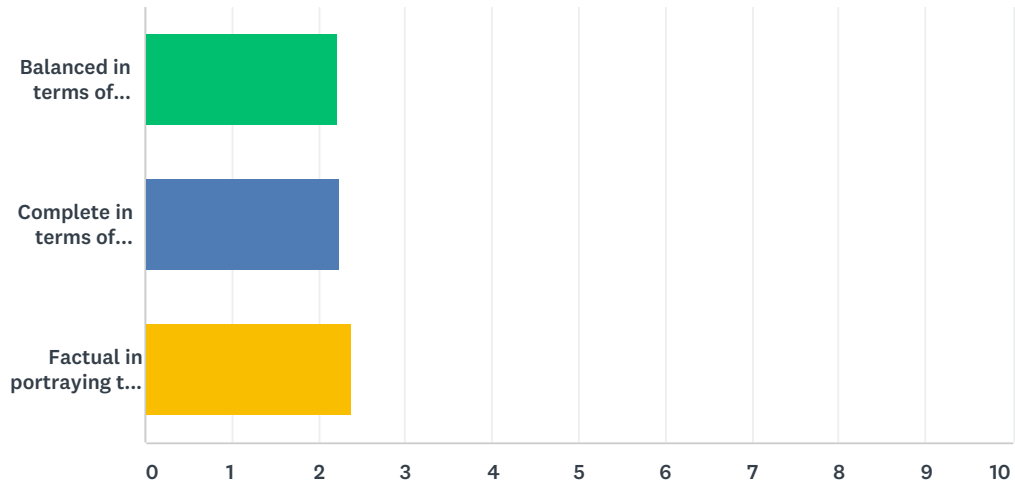
Answered: 138 Skipped: 29



ANSWER CHOICES	RESPONSES	
Too much	7.25%	10
Just right	69.57%	96
Too little	23.19%	32
TOTAL		138

### Q6 Please rate the quality of the information and analysis provided by CAO? (Select one response for each statement)

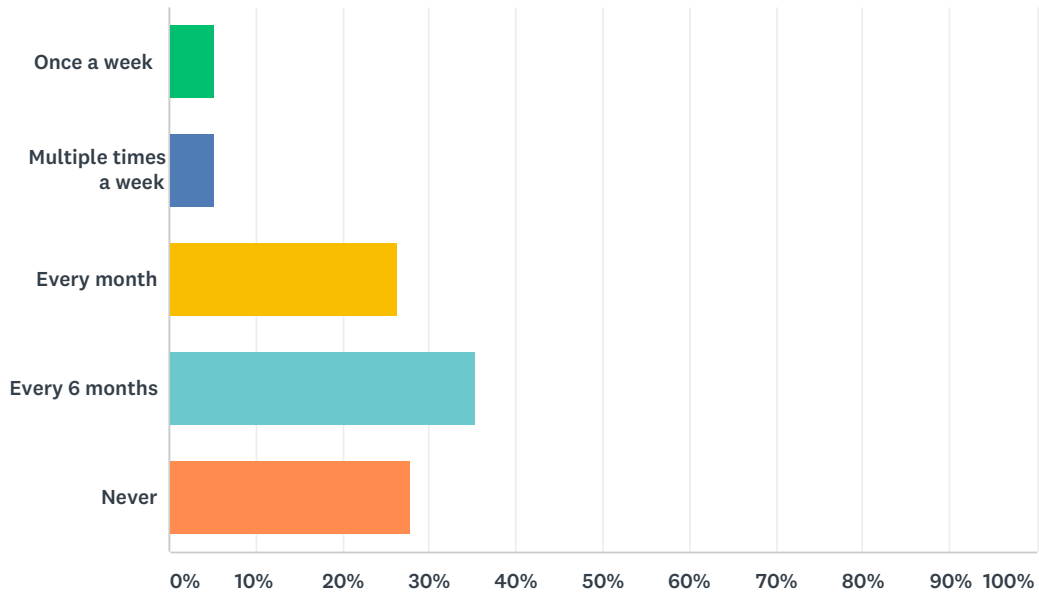
Answered: 125 Skipped: 42



	DON'T AGREE	SOMEWHAT AGREE	COMPLETELY AGREE	TOTAL	WEIGHTED AVERAGE
Balanced in terms of portraying the views and positions of Complainants, Companies, IFC/MIGA Management, civil society, and other stakeholders.	16.00% 20	46.40% 58	37.60% 47	125	2.22
Complete in terms of information presented on complainants and cases.	15.20% 19	46.40% 58	38.40% 48	125	2.23
Factual in portraying the work of CAO.	7.26% 9	46.77% 58	45.97% 57	124	2.39

## Q7 How often do you visit CAO's website? (Select one)

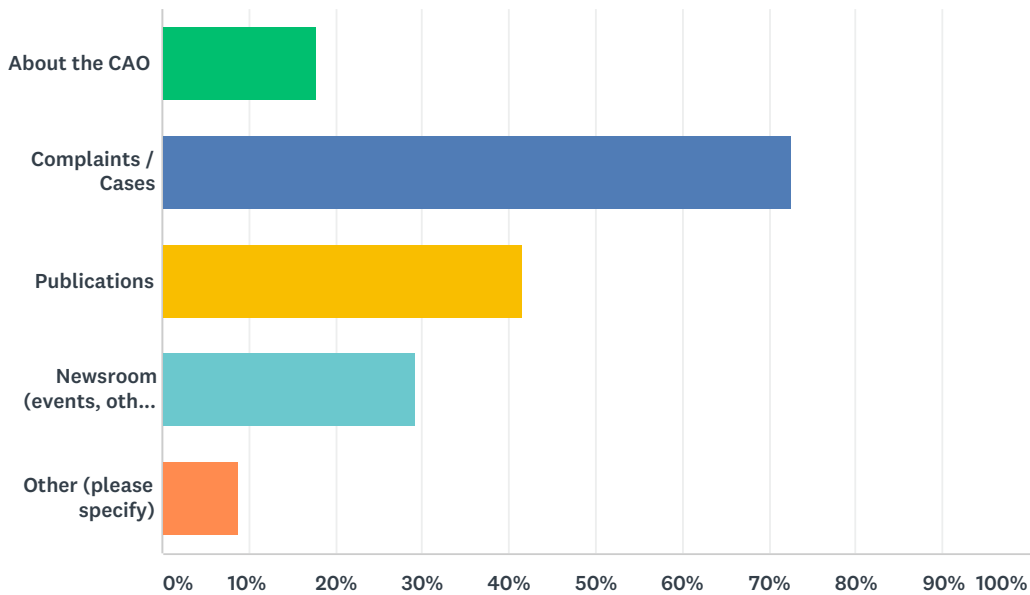
Answered: 133 Skipped: 34



ANSWER CHOICES	RESPONSES	
Once a week	5.26%	7
Multiple times a week	5.26%	7
Every month	26.32%	35
Every 6 months	35.34%	47
Never	27.82%	37
<b>TOTAL</b>		<b>133</b>

## Q8 Please indicate which pages you most often visit on CAO's website. (Select all that apply)

Answered: 113 Skipped: 54



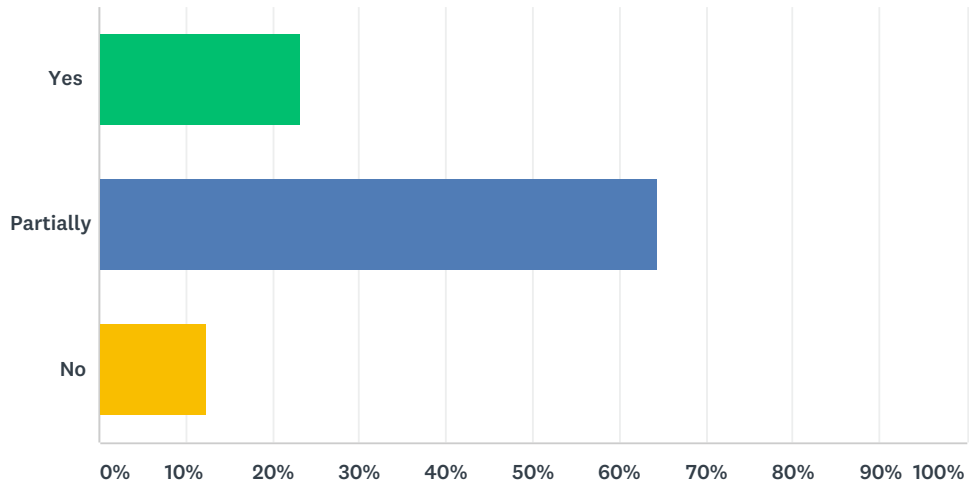
ANSWER CHOICES	RESPONSES	
About the CAO	17.70%	20
Complaints / Cases	72.57%	82
Publications	41.59%	47
Newsroom (events, other news)	29.20%	33
Other (please specify)	8.85%	10
Total Respondents: 113		

#	OTHER (PLEASE SPECIFY)	DATE
1	I get emails	2/15/2018 6:01 PM
2	None	2/15/2018 12:01 PM
3	None	2/14/2018 5:54 PM
4	Not familiar with CAO website. Will now visit it	2/14/2018 3:47 PM
5	none	2/14/2018 3:23 PM
6	N/A	2/1/2018 7:46 AM
7	I have never visited the website but rely on the emails	2/1/2018 3:56 AM
8	do not visit	1/31/2018 11:28 PM
9	Don't visit	1/31/2018 3:34 PM
10	I have never looked at the website	1/31/2018 3:10 PM



### Q9 Do you read CAO's quarterly newsletter when it is emailed to you? (Select one)

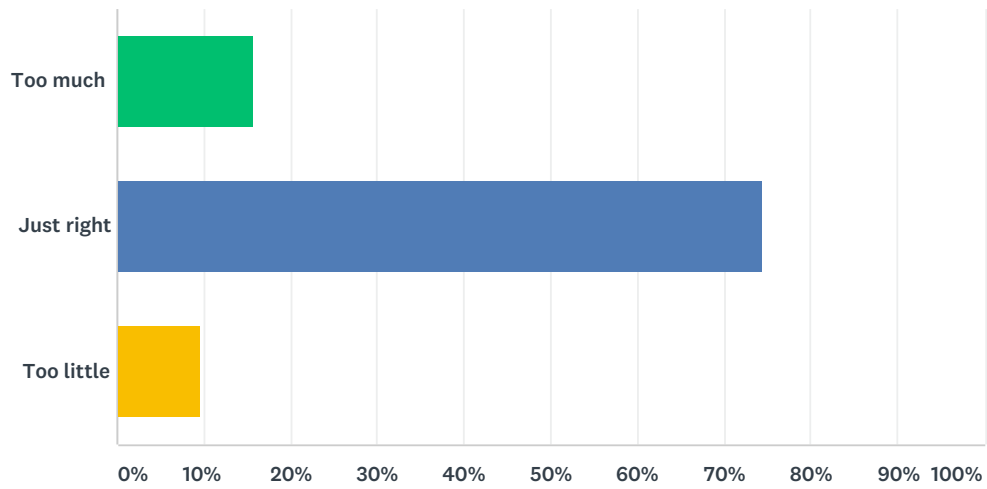
Answered: 129 Skipped: 38



ANSWER CHOICES	RESPONSES	
Yes	23.26%	30
Partially	64.34%	83
No	12.40%	16
TOTAL		129

### Q10 What do you think of the content of the quarterly Newsletter? (Select one)

Answered: 114 Skipped: 53



ANSWER CHOICES	RESPONSES
Too much	15.79% 18
Just right	74.56% 85
Too little	9.65% 11
TOTAL	114

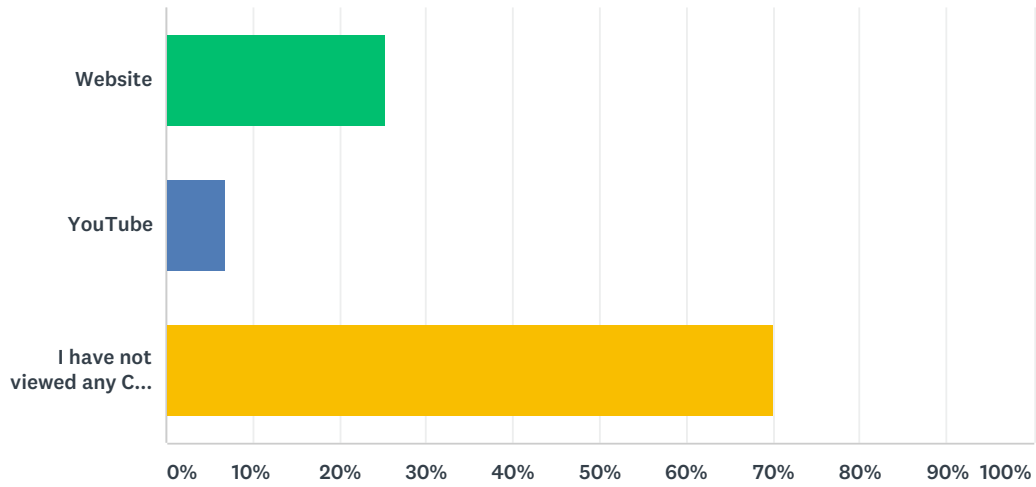
## Q11 Can you help us rename the CAO newsletter? Please share your suggestion(s) below.

Answered: 23 Skipped: 144

#	RESPONSES	DATE
1	CAO Chronicle	2/15/2018 6:02 PM
2	Please keep the current name	2/15/2018 4:27 AM
3	The Gong	2/15/2018 3:41 AM
4	na	2/14/2018 11:38 PM
5	Just okay	2/14/2018 9:12 PM
6	world bank ombudsman	2/14/2018 4:26 PM
7	no	2/14/2018 3:32 PM
8	N/A	2/6/2018 1:36 PM
9	CAO - Ciao	2/5/2018 5:22 PM
10	We Hear Your Complaints	2/2/2018 8:39 AM
11	The Proactive Listener?	2/2/2018 12:51 AM
12	Accountability at IFC	2/1/2018 4:43 PM
13	Compliance = Tranquility	2/1/2018 4:08 AM
14	CAO Update	1/31/2018 9:00 PM
15	Whistle Stop	1/31/2018 7:00 PM
16	New achievements (الانجازات الجديدة)	1/31/2018 6:21 PM
17	keep the same name	1/31/2018 5:10 PM
18	Whitewash	1/31/2018 4:15 PM
19	CAO Connect	1/31/2018 3:40 PM
20	The Ombudsman Diary	1/31/2018 3:14 PM
21	?	1/31/2018 3:11 PM
22	Content is not very interesting. More interested in real time notifications of new cases etc by Twitter and email.	1/31/2018 3:09 PM
23	Community Connect	1/23/2018 2:14 PM

## Q12 How do you access videos produced by CAO? (Select all that apply)

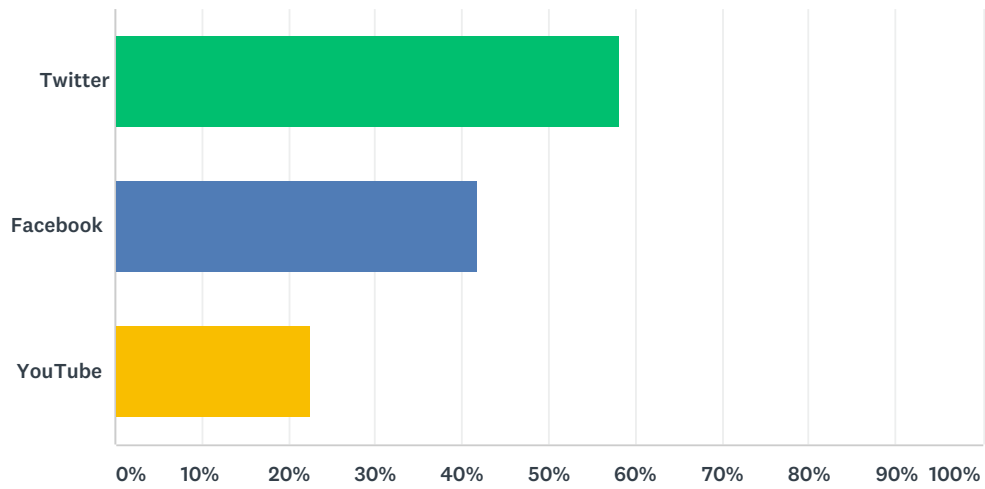
Answered: 130 Skipped: 37



ANSWER CHOICES	RESPONSES	
Website	25.38%	33
YouTube	6.92%	9
I have not viewed any CAO videos	70.00%	91
Total Respondents: 130		

### Q13 Do you regularly follow CAO on any of the following social media channels? (Select all that apply)

Answered: 31 Skipped: 136



ANSWER CHOICES	RESPONSES
Twitter	58.06% 18
Facebook	41.94% 13
YouTube	22.58% 7
Total Respondents: 31	

## Q14 Do you have any suggestions to improve CAO's communication with you?

Answered: 36 Skipped: 131

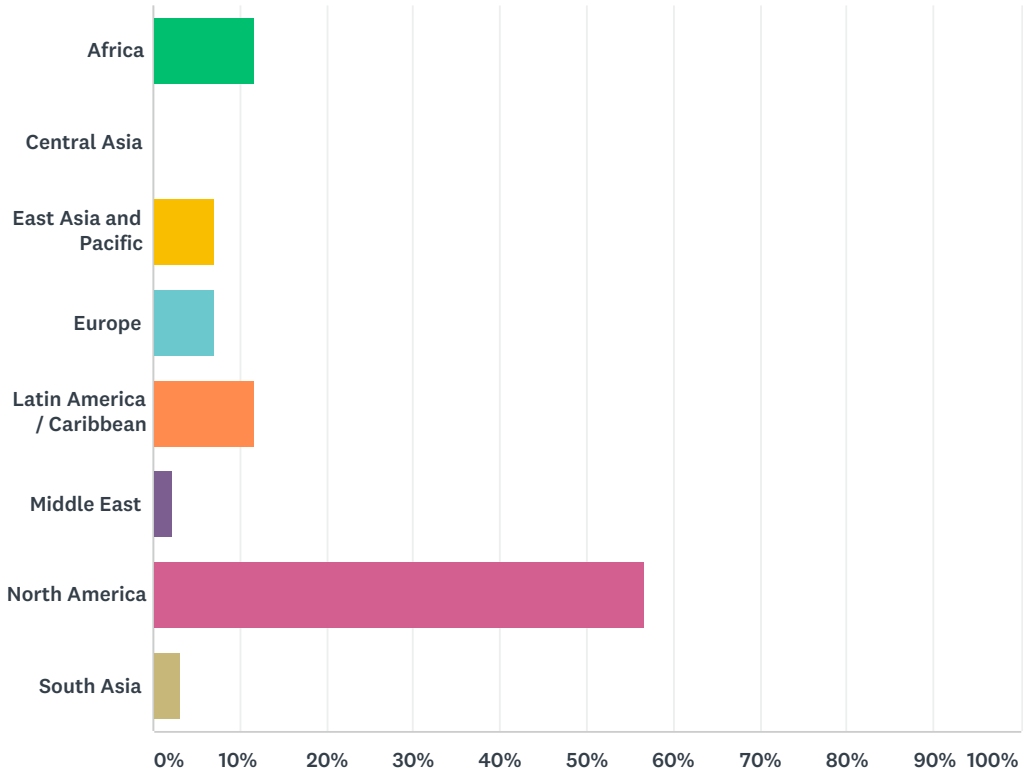
#	RESPONSES	DATE
1	Make criteria on eligibility of complaints more transparent, balanced and selective	2/19/2018 9:55 AM
2	Online focus groups, from time to time	2/19/2018 8:11 AM
3	Please keep providing us an up to date information. And continue being available thru other social media facilities. Thank you	2/15/2018 12:32 PM
4	Strengthen FB and Twitter presence	2/15/2018 9:47 AM
5	Nothing comes to mind.	2/15/2018 4:28 AM
6	Align relevance with COs	2/15/2018 3:41 AM
7	none	2/14/2018 11:39 PM
8	no	2/14/2018 8:49 PM
9	I don't what your group does.	2/14/2018 5:55 PM
10	A case registry that lists cases in chronological order would make it easier to see what's new. Some information about ineligible cases would help provide the overall picture of requests coming to the CAO.	2/14/2018 5:17 PM
11	Have not tried FB but interested	2/14/2018 4:27 PM
12	As you can see I am familiar with CAO only when it comes to CAO dealings with the Board. You may want to include me on CAO newsletter and maintain regular email communication on CAO activities.	2/14/2018 3:51 PM
13	no	2/14/2018 3:34 PM
14	I am interested in staying updated on key developments in cases or methodology. I realize you also need to promote CAO, but to the extent it can be quick to find information relevant to me I would appreciate it.	2/11/2018 7:51 PM
15	Periodic webinars on thematic issues will be useful.	2/6/2018 1:37 PM
16	I asked for more data that the CAO said they would send and they never did. I just got their annual report, which I already had	2/6/2018 12:00 AM
17	Please revamp the CAO's website and brand identity (logo, font, color schemes etc.) in line with the World Bank group. It is so old fashioned!!	2/5/2018 5:24 PM
18	It is OK.	2/2/2018 8:40 AM
19	No.	2/1/2018 4:43 PM
20	i think emails are good enough for me	2/1/2018 4:08 AM
21	All sufficient.	2/1/2018 1:40 AM
22	I am more likely to read a Facebook post or email than the newsletter. Perhaps it's because I only have time for one headline.	1/31/2018 10:08 PM
23	None	1/31/2018 9:00 PM
24	CAO should increase its focus on addressing complaints. Propaganda and PR are an expensive diversion.	1/31/2018 7:01 PM
25	The speed in finishing the reports Keep in touch with the complainants Videos and photos must be used You must have many solutions Put officials to complain about the results.....	1/31/2018 6:48 PM
26	Not at the moment.	1/31/2018 5:18 PM

## CAO Communications User Survey

27	for me it is about right.	1/31/2018 5:11 PM
28	the problem is not about communications, but about the actual work of the CAO. It seems to be biased towards the complainants. It rarely engages with the industry with a constructive approach. It does not come across as a player who can help improve IFC's compliance with its performance standards. Of course, industry in many cases have been defensive and reluctant to engage or acknowledge mistakes or gaps, but CAO has no done anything to build a productive and constructive bridge.	1/31/2018 3:52 PM
29	Keep up the good work!	1/31/2018 3:40 PM
30	CAO website suggestion: it will be very helpful if CAO case documents can be more easily browsed/searched.	1/31/2018 3:39 PM
31	Keep it short and punchy	1/31/2018 3:36 PM
32	I think CAO's dispute resolution and mediation support is under-utilized. It would help if CAO did not seem so adversarial and eager to catch IFC out but rather to be seen and actually be a tool to improve projects and particularly community engagement.	1/31/2018 3:36 PM
33	When presenting complaints filed / cases, please make it easy to identify and search for ones that apply to projects supported financially by just the IFC, by just MIGA, or by both institutions.	1/31/2018 3:34 PM
34	None	1/31/2018 3:22 PM
35	Make it simple	1/31/2018 3:15 PM
36	More active dissemination of your bulletins and publications	1/26/2018 12:16 PM

Q15 Please indicate the region in which you live (Select one):

Answered: 127 Skipped: 40

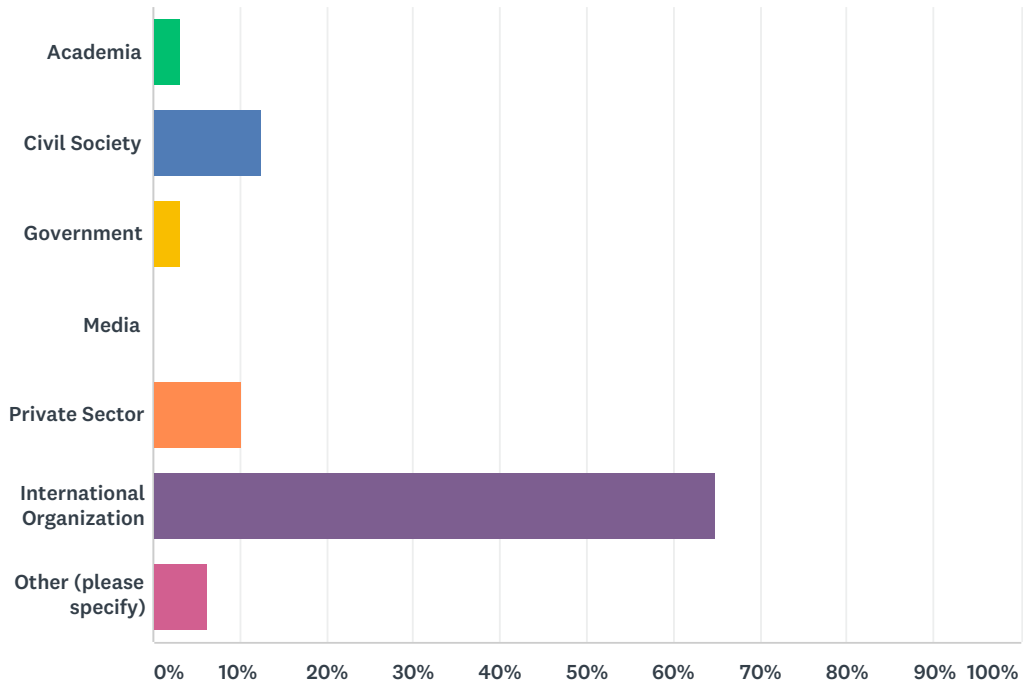


ANSWER CHOICES	RESPONSES	
Africa	11.81%	15
Central Asia	0.00%	0
East Asia and Pacific	7.09%	9
Europe	7.09%	9
Latin America / Caribbean	11.81%	15
Middle East	2.36%	3
North America	56.69%	72
South Asia	3.15%	4
<b>TOTAL</b>		<b>127</b>



### Q16 Please indicate the constituency that best describes you (Select one):

Answered: 128 Skipped: 39



ANSWER CHOICES	RESPONSES	
Academia	3.13%	4
Civil Society	12.50%	16
Government	3.13%	4
Media	0.00%	0
Private Sector	10.16%	13
International Organization	64.84%	83
Other (please specify)	6.25%	8
<b>TOTAL</b>		<b>128</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Mediator	2/19/2018 8:12 AM
2	development finance institution	2/6/2018 8:19 AM
3	Consultant on social and environmental compliance	2/2/2018 8:41 AM
4	NGO, not for profit org	2/1/2018 2:14 PM
5	NGO non government organization/ animal welfare charity	1/31/2018 10:00 PM
6	Victim of the World Bank and Alexandria Cement Titan	1/31/2018 6:53 PM
7	ifc	1/31/2018 3:53 PM
8	private US Foundation	1/31/2018 3:13 PM