

## PARTNER FEEDBACK 2024

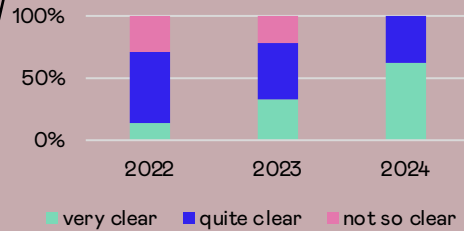
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NET  
PROMOTER  
SCORE

Given the inherent power imbalance between funders and grantee partners, it is important to have structures in place that align our actions with our values and keep us accountable. One key component of that is anonymous feedback.

### KEY FACTS

- / Participation rate: 93%
- / Limited statistical validity with 13 responses
- / This is an overview of the key findings and does not include every survey question

### STRATEGY COMMUNICATION



Our efforts to improve strategy communication paid off: 0% found it unclear, and the share of respondents who see it as 'very clear' has doubled annually.

### KEY LEARNINGS

- / 85% of partners would like to have a reporting template
- / Recommendations included: report reminders, multi-year funding and more introductions to potential donors
- / All our partners feel comfortable approaching us with problems
- / Partner experience improved compared to last year, with the post-funding period switching from worst to best category

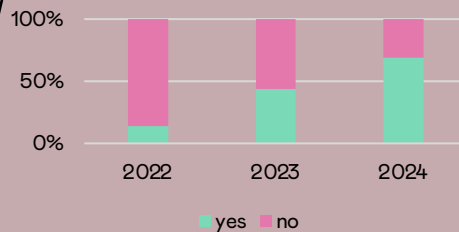
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FUNDING LEVERAGED

We made big improvements in supporting our partners' fundraising efforts. This year, 54% of partners reported receiving fundraising support—more than double last year's 22%.

### ACTION POINTS

- / Create and share a (voluntary) reporting template
- / Shorten response times (8% of respondents indicated slow responses as a challenge)
- / Improve our network of funders and match them with partners
- / Raise funds so that we can offer long-term grants in the future

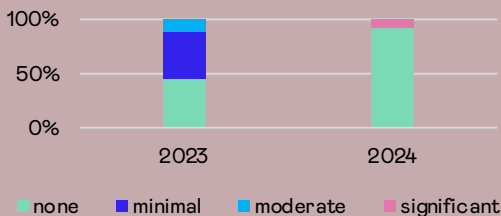
### NON-FINANCIAL SUPPORT



Last year's strongest topic was knowledge sharing, which shifted to network access and fundraising this year.

Last year, our partners felt some pressure to shift priorities for funding. This year's pressure stemmed from external legal constraints outside our control.

### PRESSURE



### INTERPRETATION OF POSITIVE RESULTS

While we are honored to have received such positive feedback, we are aware that positive results can mean several things:

- / There might be doubts about anonymity
- / We might avoid friction or be too nice
- / It could be a sign that this form of accountability is worthwhile since it pushes us to give our best effort.

**THANK YOU** for sharing your feedback with us. It helps us learn, adapt, and keep improving together.