Stakeholder feedback — the flagged gap, and its follow-up

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Passerelle Formations · June 2026 trial on 30 sessions · fictional document

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> **Fictional document**, produced for the demonstration. **This attachment publishes A figure the agent publishes about itself**: its automatic reminder gained only seven points of response rate. What did work is written immediately after.

What the auditor had noted, and why it comes first

The gap concerned feedback gathering **limited to learners**: neither funders, nor client companies, nor trainers were asked. **A point already flagged and not addressed does not read as an oversight**: it reads as an absence of follow-up, and absence of follow-up touches a second indicator, continuous improvement. **An untreated gap contaminates another** — that is the only reason this one goes ahead of the rest.

Stakeholder	What existed	What is in place
Learners	End-of-session questionnaire	Kept, send moved to day 2

Stakeholder	What existed	What is in place
Client companies	**Nothing**	**Dedicated questionnaire, 6 questions**
Funders	**Feedback sitting in e-mail, never compiled**	**27 responses from 2026 compiled and filed**
Trainers	Nothing	**Questionnaire ready — sending referred to management**

The June trial, and what it taught

Send	Response rate	Reading
Company questionnaire, sent at three weeks	**34%**	Starting point
Automatic reminder at seven days	**41%**	**Seven points: little, and it has to be said**
Send moved to day 2 after the session ends (30 sessions)	**58%**	**It was not the reminder that was missing, it was the timing**

> **What management settles, and which is not the agent's to take:** sending the questionnaire to the 23 freelance trainers. **Asking contributors about their working conditions produces answers that will have to be acted on** — that is the point of the exercise, and it is also what makes the decision a real one. The proposal is on the table; the timing belongs to management.

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