

Complaints received by Caritas Denmark and its partners in 2018

Caritas Denmark regards accountability as a way to continuously strive to improve the quality, learning and effectiveness of our national and international engagements. We believe that tasks should be performed, and decisions should be made as close as possible to the persons affected by them. Our complaints handling policy therefore assumes that complaints of our beneficiaries and other local stakeholders are best handled by our local partners, while complaints of our local partners and international stakeholders are handled directly by Caritas Denmark. Caritas Denmark supports our partners to assume their responsibilities in this regard.

The below overview summarises the number of complaints received by Caritas Denmark and the local partners in Jordan, Myanmar, Niger, and Uganda. A total number of 300 complaints were received during the year, of which majority (294 cases) were within the category of “Operational complaints” related to the programme delivery. Many of these were in nature more wishes for more or additional services from the partner, other complaints had nothing to do with the programme of the partners but related to another agency programme. The latter ones were referred to the relevant agencies for further processing.

The *Caritas Denmark Complaints Handling Committee* at the Secretariat in Copenhagen handled a total number of four complaints during 2018 – all four pertaining our international engagements and none with the origin in Denmark.

Summary overview of complaints received by Caritas Denmark and its partners during 2018

Complaint Type	No.	Country Recipient	Action Taken Complaints received per country	Lessons Learned
Operational	3 248 0 0 43	Denmark Jordan Myanmar Niger Uganda	<p>Denmark: Complaints received by Caritas Denmark Complaints Committee The <i>Caritas Denmark Complaints Handling Committee</i> received in 2018 three (3) complaints, two in relation to the humanitarian operation and one in relation to the development portfolio.</p> <p>The two (2) humanitarian cases both were submitted directly to the Caritas Denmark programme coordinator from the beneficiaries under a humanitarian field visit. The first case pertained a lack of suggestion boxes around the beneficiary villages despite being promised these by the implementing partner. When the case was investigated it was discovered that suggestion boxes had not been available at the time of the complaint due to the fact that the boxes had still not been delivered by the company provider. The boxes are now delivered/installed, and the case is closed.</p> <p>In the second case, farmers complained that the implementing partner had not delivered seeds in a timely manner. However, when the case was investigated by Caritas Denmark it was discovered that seeds were not provided as wished for in the month of July due to the fact that the programme only started in August.</p>	<p>Denmark The handling of the two cases from the humanitarian programme, taught Caritas Denmark that the investigation of beneficiary complaints at the Caritas Denmark level requires substantial time and high involvement of local partner. At the same time, operational complaints handled at the level of Caritas Denmark take longer time to process, as it often involves obtaining detailed on-the-ground data. Finally, important lessons learned is that careful planning according the agricultural cycles must be carried out, something which has been stressed towards the implementing partner for future programming.</p> <p>Lessons learned for the development programme is still not finalized as the final version of review is still in process.</p>

			<p>Under the development portfolio, Caritas Denmark received one (1) written complaint via email. The complaint concerned the one component of a country engagement and the <i>Caritas Denmark Complaints Handling Committee</i> decided based on the complaint, to initiate a review of the said programme component to verify if the complaint was substantiated and at the same time explore ways forward. The complainant was informed about the steps taken to address the complaint.</p> <p>Jordan Complaints received by Caritas Jordan The humanitarian partner of Caritas Denmark, Caritas Jordan received a total of 248 operational complaints in 2018 covering not only the activities supported by Caritas Denmark but all Caritas activities supported by various donors. Most complaints were comments and feedback, identifying beneficiary needs and requesting more services and support. Some of these cases were not related to Caritas Jordan but to other operating agencies and evolved e.g. around resettlement and UNHCR registration. There cases were referred to the relevant agencies. Of the complaints received, 45% concerned health services (request for services), 43% were related to humanitarian assistance (request for cash, house rent, heaters, etc.), 5% about counselling (support in depression, suicidal thoughts, etc.), 4% about education (enrollment in education), and 3% concerned about livelihoods (need of job, etc.).</p> <p>Uganda Complaints received by Caritas Uganda The implementing partner of the humanitarian programme in Uganda received 43 operational complaints. All complaints were handled by increased field monitoring and dialogues, including feedback meetings.</p>	<p>Jordan The new Caritas Jordan complaints handling mechanism proved to be able to process a considerable number of complaints, including providing timely replies and proper solutions to the complaints. In addition, some complaints served to provide input into valuable lessons learned with suggestions and comments to specific procedures and implementation modalities. The handling of complaints also served to bring Caritas Jordan closer to its beneficiaries, raising the levels of trust and credibility towards the Caritas Jordan services, including enhanced dialogue and mutual understanding between Caritas Jordan and its beneficiaries.</p> <p>Uganda It is the experience by the implementing partner that the increased field monitoring/dialogue provide opportunity to get firsthand feedback from the beneficiaries.</p>
Fraud related	1 1	Denmark Uganda	<p>Denmark <i>Caritas Denmark Complaints Handling Committee</i> received one (1) fraud related complaint under a country programme in 2018 concerning a specific programme component. On this background, the Complaints Committee decided to initiate an external investigation into the matter. As the case concerned an activity funded under the Danish Ministry of Foreign Affairs, the Ministry was duly informed. An external investigation was commissioned and concluded that no misappropriation of funds had been found. The complainant and the Danish MFA were informed of the outcome of the investigation.</p>	<p>Denmark Despite the fact, that the external investigation established that no misappropriations had taken place, the case revealed the need to tighten up further financial procedures. The complaint also demonstrated that the Caritas Denmark complaint system is functional.</p>

			<p>Uganda</p> <p>The implementing partner under the humanitarian programme received a complaint about alleged nepotism (no misappropriation of funds was involved) within a programme business activity where the beneficiaries themselves allegedly excluded other beneficiaries unless they were family or friends. The implementing partner looked into the case and found that indeed some beneficiaries only selected family members and friends to become part of their business. The case was solved.</p>	<p>Uganda</p> <p>Important lessons learned were to ensure routine follow up on beneficiary selection, incl. close verification of beneficiary group members by the implementing partner's M&E, Field Officers and Program Officers. Empowering the beneficiaries on how to jointly demand removal of tribalistic and corrupt community extension workers, while at the same time reporting fraud related cases to the police for legal actions. Initiatives to form new beneficiary groups.</p>
Sensitive	0 4 0 0 0	Denmark Jordan Myanmar Niger Uganda	<p>Jordan</p> <p>A number of four (4) sensitive cases were registered in 2018 – 2% of the total number of complaints received. These cases were dealt with according to the procedures in the <i>Caritas Jordan Complaint Handling Mechanism Document</i> and all cases were closed after being handled by the management.</p>	<p>Jordan</p> <p>Despite the complaints handling mechanism being a relatively new system, it proved to be effective in handling even sensitive cases in a timely and effective manner.</p>
<p>Total 2018 complaints: 300</p>				