

Complaints received by Caritas Denmark and its partners in 2019

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, Bangladesh, Myanmar, Niger, and Uganda. A total number of 785 complaints were received during the year, of which majority (760 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 two complaints during 2019 – both with the origin in Denmark.

Summary overview of complaints received by Caritas Denmark and its partners during 2019

Complaint Type	No.	Country Recipient	Action Taken Complaints received per country	Lessons Learned
Operational	2 205 247+13 293	Denmark Jordan Uganda Bangladesh	<p>Denmark: Complaints received by Caritas Denmark Complaints Committee The <i>Caritas Denmark Complaints Handling Committee</i> received in 2019 two (2) complaints. Caritas Denmark received one (1) written complaint via email and one (1) written complaint per letter. Caritas wasn't concerned by the first complaint as it was sent to a larger circle of stakeholders in order to reach an organisation able to help the concerned person. Therefore, it was referred to a sister Caritas which had the capacity to help. The other complaint was made by a monthly donor and satisfactory dealt with.</p> <p>Jordan Complaints received by Caritas Jordan The humanitarian partner of Caritas Denmark received a total of 205 operational complaints in 2019 covering not only the activities supported by Caritas Denmark but all activities supported by various donors. These complaints/feedbacks were received through the formal tools provided by Caritas Jordan (phone number</p>	<p>Denmark The handling of the two cases taught Caritas Denmark that it is important to know the background context of a complaint and have a swift response to those who support their engagements. In addition, it is good to have a referral system to ensure the complaint is handled by the most competent actor.</p> <p>Jordan These Feedbacks /Complaints can help identify ways to take Caritas Jordan to the next level, to identify ways to grow, develop and improve. This interactive relationship between Caritas Jordan and its beneficiaries helped in raising levels of trust and credibility towards Caritas Jordan services, enhanced dialogue and mutual understanding between the two parties.</p>

(WhatsApp, Voice Mail, SMS), Emails, Complaint Boxes, Verbal complaints directly to center supervisors). Recently, beneficiaries started to use Caritas Jordan Facebook page, dealing with different nationalities, gender, and type of cases. 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 around e.g. resettlement and UNHCR registration. These cases were referred to the relevant agencies. Of the complaints received, 33% concerned health services (request for services), 53% were related to humanitarian assistance (request for cash, house rent, heaters, etc.), 1% about counselling (support in depression, suicidal thoughts, etc.), 5% about education (enrollment in education), and 2% about livelihoods (need of job, etc.) and 6% others. The gender ratio of beneficiaries is 62% male and 38% female. All comments have been dealt with according to the Complaint Handling Mechanism process of Caritas Jordan. Cases are registered in the Complaint Register Mechanism system, complainants were informed about decisions (by phone through the center supervisor) then closure of case files once the requested services are responded to, or beneficiaries are provided with explanations if services are not offered.

Uganda

Complaints received by the Development partners

The partners received at total of 13 operational complaints of which 8 were from beneficiaries and 5 from other stakeholders including staff. All complaints were received from beneficiaries and staff. On average, 86% of the complaints were processed and closed in 2019 and no complaint was referred to other partners or actors for follow up.

Complaints received by Caritas Uganda (Humanitarian engagement)

The 247 operational cases were addressed and closed after conducting verification by Caritas complain committee/management meeting. 5 cases were referred to other stakeholders. The following channels were used for complain/receiving feedback: 15 phone calls and SMS, 164 Complaint/suggestion Boxes, 72 Verbal complaint directly to officers in feedback meetings/ community dialogues and face to face interactions. Most of the complaints received were comments and feedback, identifying the beneficiaries' needs, and requesting more services and support. The majority were comments from beneficiaries revolving around getting additional services; some did not receive any service yet. Caritas Uganda refereed other complaints regarding resettlement, health, WASH and education to specific partner. The majority of issues raised were related to livelihoods 82%, Peace building/counselling 8%, education 5%, WASH 2% and 3% health services. The cases were presented before the complaint committees; Feedback meetings were

Caritas Jordan considers this service a big success in its efforts towards serving people in need as it has given the organization the room for changing/ amending/ revising some procedures aiming to improve them and mitigate the possible consequences of unintentional mistakes when beneficiaries approach Caritas Jordan centers to receive services.

Uganda

Receiving and processing complaints led to increase monitoring to keep track of operations among farmer organizations and to improved Human Resource policies. It is important to timely share the result of the complaint handing process to all stakeholders. The use of social media platforms like whatsapp, facebook and twitter are handy to the youth.

It is the implementing partner's experience, that the increased field monitoring/dialogue provides opportunity to get firsthand feedback from the beneficiaries. Female beneficiaries are more comfortable with face to face interaction than other methods of complaining. Caritas Uganda and Caritas Arua will take this into consideration in 2020.

The complaint boxes and toll-free lines were good systems to enable communities affected by crisis and other stakeholders to complain. Only a few staff were able to raise complaints despite the fact that they had issues to point out. Caritas Uganda will address a solution to enable them participate.

			<p>conducted while some of the feedback were given on phone; cases were closed after the beneficiaries were satisfied with the explanation.</p> <p>Bangladesh Complaints received by Caritas Bangladesh The partner has received 293 complaints for the activities going on in Cox's Bazar, involving all programmes including the ones supported by Caritas Denmark. The gender ratio for these complaints is 6 boys (5-17 years old), 124 men (18-59 years old), 3 men (60-79 years old), 34 women (18-59 years old) and 4 women (60-79 years old).</p>	<p>Bangladesh The project staffs deal with non-sensitive complaints by registering them in the register book, spot visit of the victims and providing necessary solution. Caritas Bangladesh learns from these feedbacks and disseminate to other staff members.</p>
Fraud related	0			
Sensitive	0 2 0 0 3 20	Denmark Jordan Myanmar Niger Uganda Bangladesh	<p>Jordan 2 Cases were Protection (1% of all cases) and directly referred to Counseling Unit. As a result, the 2 cases were dealt according to the procedures in the Complaint Handling Mechanism and all cases were closed after management.</p> <p>Uganda The implementing partner of the humanitarian programme in Uganda received 3 sensitive complaints. All complaints were handled by increased field monitoring and dialogues, including feedback meetings.</p> <ul style="list-style-type: none"> • Facts finding was conducted for all the complaints. • The procurement for staff medical insurance was completed. • Technical guidance was used on how to fill staff positions using sounds methods and procedures. • Technical guidance on staff welfare and handling. <p>Bangladesh Caritas Bangladesh has received 20 sensitive complaints covering all programmes, processed by the Safeguarding Focal Person in coordination with Trust/Project/Regional Directors following the in-built complaint mechanism.</p>	<p>Jordan 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>Bangladesh The sensitive complaints are not shared with others or reported to public. But the partner will share the safeguarding lessons learned with the communities.</p>
<p>Total 2019 complaints received by Caritas Denmark and its partners: 785</p>				