

Complaints received by Caritas Denmark and its partners in 2020

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 Bangladesh, Burkina Faso, Jordan, Myanmar, Niger, and Uganda. A total number of 1082 complaints were received during the year, of which majority (1073 cases) were within the category of “Operational complaints” related to the programme delivery. Many of these were in nature more wishes for 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 4 complaints during 2020. All of them were complaints reported by the same country partner, according to the procedure in their complaint policy.

Summary overview of complaints received by Caritas Denmark and its partners during 2020

Complaint Type	No.	Country Recipient	Action Taken Complaints received per country	Lessons Learned
Operational	4	Denmark	Denmark:	Denmark
	111	Bangladesh	Complaints received by Caritas Denmark Complaints Committee	The handling of these cases taught Caritas Denmark, that having an open dialogue with partners and encourage them to investigate further when in doubt is essential in a partnership.
	0	Burkina Faso	The <i>Caritas Denmark Complaints Handling Committee</i> received in 2020 four (4) complaints. These complaints were not directed towards Caritas Denmark but reported by a local partner as per their complaints policy. Caritas Denmark has investigated the complaints, maintained communication with the local partner and offered its help with the actions to be taken.	
	702	Jordan	The humanitarian partner of Caritas Denmark received a total of 702 operational complaints (called comments by Caritas Jordan) in 2020 covering not only the activities supported by Caritas Denmark but all activities supported by various donors. These feedbacks were received through the formal tools provided by Caritas Jordan (43% WhatsApp, 43% Voice Mail, 14% Complaint Boxes + SMS+ Facebook + email). Some of these cases were not related to Caritas Jordan but to other operating agencies and evolved around e.g. resettlement and UNHCR	In addition, it is good to have a referral system to ensure the complaint is handled by the most competent actor.
	0	Myanmar		
	0	Niger		
	10	Uganda (CIV)		
246	Uganda (HUM)			
		Jordan	Jordan	The aim of this report is to learn more, reflect on experiences and increase the knowledge about how communities perceive the services they received in terms of quality, quantity, time respect and deadlines, and how people would like to complain, feedback and receive responses.

registration. These cases were referred to the relevant agencies. Of the complaints received, 449 comments were asking for Cash, House Rent, Food Voucher, maintenance, Milk & Diapers, inquiries related to the ATM services.

198 comments were received for Health (asking for acute and Chronic Medication or Specialist, Lab Test, comments for Cesarean and Normal Delivery, x-ray and injections or asking for service that is not related to Caritas Jordan services such as: IVF treatment, Cardiac catheterization, Disc surgery, Multiple Sclerosis treatment, face Botox, Corona treatment and chemotherapy. The gender ratio of complainant is 60% male and 40% 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 a total of 10 complaints, of which 7 were from beneficiaries and 3 from staff. Six of the complainants were female while four were men. The gender ratio of complainant is 60% female and 40% male.

These complaints were received through letters, suggestion box, and meetings.

List the various actions taken

- Feedback meetings were held with complainants and concerned stakeholders.
- Conflict resolution meetings with affected parties and mediators.
- Fact finding meeting with affected parties.

Complaints received by Caritas Uganda (Humanitarian engagement)

The 246 complaints came from the following channels: 51 complaint boxes, 180 from feedback meetings while 15 were through face-to-face interactions. Most of the complaints were wishes from the beneficiaries, such as need for additional support and services. Some beneficiaries wrote appreciation messages, especially for support provided by the project and requested for services and support which were never provided by the project. Such requests, such as WASH and education, were referred to partners that provide such services.

Most issues raised (150) were related to livelihoods and resilience, accounting for 59% of complaints received; protection (79) accounting for 31%, education (20)

During COVID 19 breakout, Caritas Jordan closed all its centers (according to the State's restrictions) and put on hold most project. Therefore, the demand was very high on H.A specially (House Rent, Cash).

Caritas Jordan considers this complaint mechanism 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

Whenever a complaint is raised, fact finding is necessary for settling of issues. Continuous sensitization and communication with various stakeholders are critical for sustained feedback on the program efficiency (positive or negative). It as well facilitates timely complaints capture and handling.

Beneficiaries need to be supported to adopt use of suggestion boxes as a means of getting sensitive complaints from them. The partners need to strive harder to ensure functionality of their Complaints Handling Systems, and to review them frequently to improve their efficiency and effectiveness.

The feedback mechanism helps to improve program quality through involving beneficiaries and other stakeholders in evaluating service delivery for transparency and accountability. This approach is intended to give opportunity to the service providers and Caritas staff to understand what the beneficiaries expect of them in order to improve their service delivery.

Beneficiaries now understand the difference between positive and negative feedback, and this explains why appreciation is extended for the right course. They know their rights and are empowered to speak about the services provided to them

			<p>accounting for 8%, and WASH (5) accounting for 2%, as presented in the chart below.</p> <p>The average time/days taken from submission of individual's complaint to final feedback to complainant was between 3 to 14 days for an operational complaint. The gender ratio of complainant is 39% male and 61% female.</p> <p>Bangladesh Complaints received by Caritas Bangladesh. The partner has received 111 complaints for the activities going on in Cox's Bazar, involving all programmes including the ones supported by Caritas Denmark. The complaints have been delivered through various channels (hotline, directly registered on tablet during face to face interaction and help desk). The gender ratio of complainant is 78% male and 22% female.</p>	<p>which makes them have sense of ownership, belonging to and responsibility over the projects.</p> <p>Beneficiaries are more comfortable with feedback meetings than other channels of complaining. Culturally, the communities are more comfortable with direct engagements. This will be prioritized in 2021 to 2025.</p> <p>Bangladesh The project staffs deal with non-sensitive complaints by registering them in the register book, visit of the complainant and providing necessary solution. Caritas Bangladesh learns from these feedbacks and disseminate to other staff members.</p>
Fraud related	0			
Sensitive	1 8	Bangladesh Uganda (HUM)	<p>Bangladesh Caritas Bangladesh has received 1 sensitive complaint. It was handled by the Safeguarding Focal Person in coordination with Trust/Project/Regional Directors following the in-built complaint mechanism.</p> <p>Uganda The implementing partner of the humanitarian programme in Uganda received 8 sensitive complaints. The average time/days from submission of individual's complaint to final feedback to complainant was on average, 3 to 4 months. Handling sensitive complaints takes longer because such cases need a lot of diligence and investigations.</p>	
Total 2020 complaints received by Caritas Denmark and its partners: 1082				