

## Complaints received by Caritas Denmark and its partners in 2021

Caritas Denmark regards accountability as a priority to continuously improve the quality, learning and effectiveness of our national and international engagements. We are committed to the localization agenda, and thus, 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 states that complaints of our target groups 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 and responds swiftly when involved by a partner.

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 1240 complaints were received during the year, of which majority (1228 cases) were within the category of “Operational complaints” related to the programme delivery. Many of these were in nature wishes for additional services from the partner. Others 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 did not receive any new complaints in 2021 but the committee met on several occasions to handle a sensitive complaint from Uganda received in March 2020. The committee was not able to close the case and investigation carried on into 2022 as new information became available.

### Summary overview of complaints received by Caritas Denmark and its partners during 2021

Complaint Type	No.	Country Recipient	Action Taken Complaints received per country	Lessons Learned
Operational	340	Jordan	<p><b>Jordan</b>  <b>Complaints received by Caritas Jordan</b>                      The humanitarian partner of Caritas Denmark received a total of 340 operational complaints in 2021 covering not only the activities supported by Caritas Denmark but all activities supported by various donors.                      The preferred channel to report was through voicemail (37%), closely followed by WhatsApp (35%) and Facebook (24%), and then e-mail, complain box and center supervisor.                      These operational complaints (reported for 59% from men and 41% from women) have various purposes, among others: “Humanitarian Assistance Services” (160 comments); “Health” (139 comments); but also “Livelihoods”, “Education or” “Others”.</p>	<p><b>Jordan</b>                      Feedback and complaints can be a reality check for CJ to identify ways to grow, develop, and improve.                      This interactive relationship between CJ and its target groups helped raising levels of trust and credibility towards CJ services, enhanced dialogue, and mutual understanding between the two parties. CJ follows up with the complainants to make sure it is well solved.                      CJ considers this service a big success to its efforts towards serving people in need as it has given the organization the possibility for revisiting some procedures with an aim to improve them and minimize unintentional mistakes.</p>

	27	Uganda (CIV)	<p>75% of these complaints were made by Syrian, 15% by Jordanian, 6% by Iraqi, 3% by Yemeni and 1% by Egyptian. Each case was referred to the concerned center through the email, for clarification, answer, or solution if any, and all were closed.</p> <p><b>Uganda</b> <b>Complaints received by the Development partners.</b> The partners received a total of operational 27 complaints, of which 18 were from direct target groups and 9 from staff and other stakeholders. The gender ratio of complainant is 70% female and 30% male. These complaints were received through telephone calls, suggestion box, or directly during meetings. Below a list various actions taken:</p> <ul style="list-style-type: none"> <li>• Feedback meetings were held with complainants and concerned stakeholders. Complainants were provided with appropriate information about the topic of their complaints to prevent further misunderstanding by the complainant.</li> <li>• Conflict resolution meetings with affected parties and mediators.</li> <li>• Formed children’s rights clubs and formed village child protection committees.</li> </ul>	<p><b>Uganda</b> <b>Development partners</b></p> <ul style="list-style-type: none"> <li>• Fact finding is necessary for settling issues.</li> <li>• Reliance on leaders alone to deliver information to target groups is not enough as it requires extra efforts CSOs.</li> <li>• Communication and information flow is important</li> <li>• There is a need to further clarify how community members can forward their complaints in a formal manner. Continuous sensitization and communication with various stakeholders are critical for sustained feedback on the program efficiency (positive or negative).</li> </ul> <p>The partners should strive harder to ensure functionality of their Complaints Handling Systems, and to review them frequently to improve their efficiency and effectiveness.</p>
	215	Uganda (HUM)	<p><b>Complaints received by Caritas Uganda (Humanitarian engagement)</b> The 215 complaints came from the following channels: 90 from complaint boxes, 125 from feedback meetings while just 1 was through face-to-face interactions. Out of these 215 complaints, 39 cases were referred to other stakeholders. Among the complainants, the gender ratio is 48% male and 52% female and the ethnical repartition as follow: 61.6% of the complainant were South Sudanese Refugees, 37.9% were host communities while 0.5% were others stakeholder. Most of the complaints received were comments and feedbacks from the target groups highlighting</p>	<p><b>Caritas Uganda (Humanitarian engagement)</b></p> <ul style="list-style-type: none"> <li>• Refugee influence goes beyond the hosting parishes of Bidibidi and the impact on environment is negative therefore, the thematic area of environment should be expanded in 2022 through agroforestry and afforestation in order to reduce risks of global warming.</li> <li>• Target groups from both Refugees and host community appreciate Caritas for all the support provided. They are therefore requesting for more support. The Complaint Desk Officer conducted 9</li> </ul>

	476	Bangladesh	<p>additional supports and services they need, appreciating some of supports provided by the project and requesting for services and supports which were never provided by the project. Complaints regarding services such as WASH, Health and education were referred to other partners as that falls outside Caritas Denmark’s mandate. 58% of the complaints raised were related to livelihoods and resilience, 12% were related to protection, peace building accounting for 9%, education 9%, and WASH &amp; health 2%.</p> <p><b>Bangladesh</b>  <b>Complaints received by Caritas Bangladesh (incl. programme supported by Caritas Denmark)</b>  The Emergency Response Program has been implementing several interventions in the Rohingya camps and the host communities in Cox’s Bazar district. 476 feedbacks and complaints have been reported. The complaints have been delivered mostly via the help desk but also through the other channels (hotline, face to face interaction and opinion box).  The gender ratio of complainants is 65% male and 35% female.</p> <p><b>Complaints received by Caritas Bangladesh concerning the Safeguarding Mainstreaming Project</b> (implemented by the financial support of Caritas Denmark from January-May 2021).</p> <table border="1" data-bbox="539 1118 1413 1378"> <thead> <tr> <th>Number of Complaints</th> <th>Age</th> <th>Gender</th> <th>Used Channel</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>Adolescents-1 Adult above 30 years -9</td> <td>Female -5 Male -5</td> <td>Postage-1 Phone Call-1 Written Application - 1 Feedback Box-7</td> </tr> </tbody> </table>	Number of Complaints	Age	Gender	Used Channel	10	Adolescents-1 Adult above 30 years -9	Female -5 Male -5	Postage-1 Phone Call-1 Written Application - 1 Feedback Box-7	<p>mini-feedback meetings with target groups to give responses to their complaints.</p> <ul style="list-style-type: none"> <li>• Involvement of local leaders is a good practice when distributing items to beneficiaries. Local leaders may be able to settle conflicts which arise from the side of the targeted population. Caritas should continue to involve local leaders to witness the distribution process of items.</li> <li>• The SGBV component has been highly appreciated from the host community since it created community awareness on SGBV and has participated in building structures among communities for Safeguarding.</li> </ul> <p><b>Bangladesh</b></p> <p>The project staff 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> <p>Caritas Bangladesh has benefitted from the continuous technical support of the CDK accountability advisors and was able to adjust and modify material into local context and Bangla language.</p>
Number of Complaints	Age	Gender	Used Channel									
10	Adolescents-1 Adult above 30 years -9	Female -5 Male -5	Postage-1 Phone Call-1 Written Application - 1 Feedback Box-7									
	170		<b>Burkina Faso</b>	<b>Burkina Faso</b>								

		Burkina Faso	<p><b>Complaints received by OCADES-Caritas Burkina</b></p> <p>These 170 operational complaints originate from 6 different regions and come for 46% from women and for 54% from men. All of the complaints have been answered.</p> <p>OCADES has a Community Accountability and Reporting Mechanism (CARM) Focal Point at the level of the Secretariat General, each Diocesan Executive Secretariats and each project. These staff devote at least 25% of their time to managing the community accountability and reporting mechanism in collaboration with the complaints management committee at the level of each project.</p>	<ul style="list-style-type: none"> <li>• OCADES includes in each funding request, a budget line that supports the management of the CARM.</li> <li>• For each project, OCADES provides all stakeholders with at least three complaint channels, among others (a dedicated telephone number, a complaints management committee, suggestion boxes, community ambassadors, an email address and focal points).</li> <li>• Community sensitizations on CARM and extension and testing of complaint channel.</li> </ul>
<b>Fraud related</b>	0			
<b>Sensitive</b>	8	Bangladesh	<p><b>Bangladesh</b></p> <p>Caritas Bangladesh has received 8 sensitive complaints.</p>	<p><b>Bangladesh</b></p> <p>Under Caritas Bangladesh Cox's Bazar office, sensitive complaints are handled by the safeguarding committee to ensure quicker response maintaining necessary confidentiality.</p>
	1	Uganda (HUM)	<p><b>Uganda</b></p> <p>One complaint has been made concerning the loss of an oxen and referred the issue to Office of the Prime Minister (OPM). It is stipulated in the constitution of the group that matters concerning items given to them shall be handled by OPM and Protection desk. Therefore, Caritas only gave guidance to the group and referred the case</p>	<p><b>Uganda</b></p> <p>The complaint desk officer made several follow-ups to Office of the Prime Minister protection desk to ensure the complainants get satisfactory feedback, however, the follow-up continues.</p>
	3	Jordan	<p><b>Jordan</b></p> <p>3 comments were received "Counseling": Support in sensitive cases, depression.</p>	<p><b>Jordan</b></p> <p>After a thorough case study, one sensitive comment was referred to IMC (International Medical Corps) for specialized counseling and his case is now followed up with CJ counselor.</p>
<p><b>Total 2021 complaints received by Caritas Denmark and its partners: 1240</b></p>				