

Complaints received by Caritas Denmark and its partners in 2022

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 and local leadership 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 feedback & complaints received by Caritas Denmark and the local partners in Bangladesh, Burkina Faso, Jordan, Lebanon, Myanmar, and Uganda. A total number of 3045 complaints were received during the year, of which majority (3016 cases) were within the category of “Operational complaints & feedback” related to the programme delivery. Many of these were in nature wishes for additional services from the partner. Other complaints had nothing to do with the programme of the partners but related to another agency’s programme. The latter ones were referred to the relevant agencies for further processing.

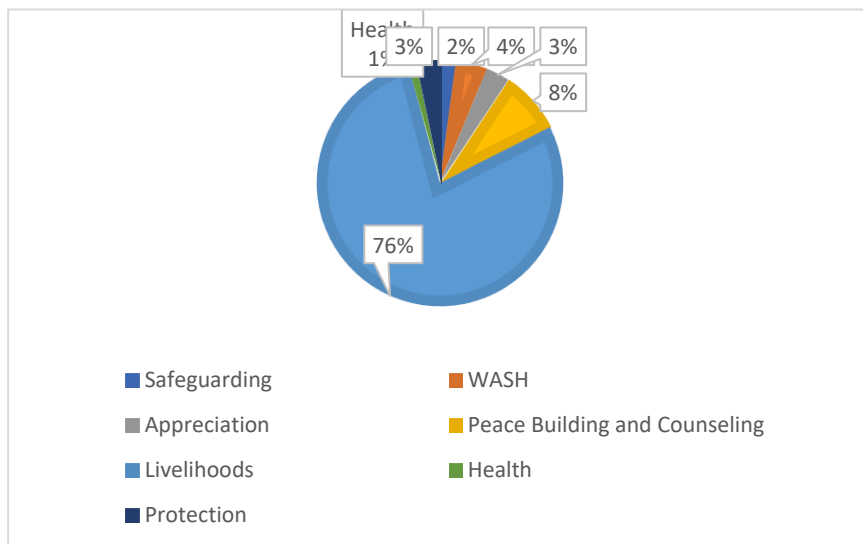
The *Caritas Denmark Complaints Handling Committee* at the Secretariat in Copenhagen did not receive any new complaints in 2022 but the committee met on several occasions to revise CDK’s Feedback and Complaint procedure and Handling mechanism.

Summary overview of complaints received by Caritas Denmark and its partners during 2022.

Complaint Type	No.	Country Action Taken Complaints received per country	Lessons Learned
Operational	423	<p>Jordan</p> <p>Complaints received by Caritas Jordan</p> <p>The humanitarian partner of Caritas Denmark received a total of 423 operational complaints in 2022 covering not only the activities supported by Caritas Denmark but all activities supported by various donors. The preferred channel to report was through WhatsApp (48%) and Facebook (31%), voicemail (16%), and complain box (4%).</p> <p>These operational complaints (reported for 56% from men and 44% from women; 64% from age 20-39 years old, 30% for 40-59 years old, 7% 60+ years) had various purposes, among others: “Humanitarian Assistance Services” (185 comments); “Health” (156 comments); but also “Education or” “Others”.</p> <p>74% of these complaints were made by Syrian, 19% by Jordanian, 4% by Iraqi and 1% by Yemeni.</p>	<p>Jordan</p> <p>Feedback /Complaints can help identify ways to take Caritas Jordan to the next level, to identify ways to grow, develop, and improve.</p> <p>This interactive relationship between CJ and its targeted individuals helped in raising levels of trust and credibility towards CJ services, enhanced dialogue, and mutual understanding between the two parties.</p> <p>Caritas Jordan listens and understands the case, finds a solution and solves it, follow up with the beneficiary to make sure it is well solved.</p> <p>CJ considers this service a big success to its efforts towards serving people in need as it has given the organization the room for changing/amending or revisiting some procedures with an aim to improve them and minimize unintentional mistakes that</p>

	<p>Each case was referred to the concerned center through the email, for clarification, answer, or solution if any, and all were closed.</p> <p>Uganda 53 Complaints received by the Development partners. The UGOPAP program employs the Caritas Internationalis Management Standards, where one of the standards is relating to Complaints Handling Mechanisms; aimed at promoting accountability and improved service delivery. Development interventions often become impactful when they address real needs of the society they serve. In order to match development interventions with societal needs, it is always necessary for development partners to build a strong relationship with stakeholders. This requires good communication and feedback mechanisms. UGOPAP received a total of 53 complaints from partners. Channels used to convey complaints included: suggestion boxes, phone calls, meetings, letters, emails and whatsapp.</p> <p>48 out of the 54 complaints received were from targeted individuals, while 6 of the complaints were from other stakeholders. 53 were operational complaints in nature, 29 complaints came from women and 32 males from men (some complaints were anonymous). Actions taken to address complaints included: Feedback letters / emails, feedback meetings to resolve issues, mediation at FO level, awareness creation and referral to appropriate duty bearer including police, District Commercial Officer and other partners.</p> <p>Complaints received by Caritas Uganda (Humanitarian engagement) 218 The 218 complaints came from the following channels: 79 from complaint boxes, 138 from feedback meetings while just 2 was through face-to-face interactions. Among the complainants, the gender ratio is 48% male and 52% female and the ethnical repartition as follow: 89,5% of the complainant were South Sudanese Refugees, 8,5% were host. Most of the complaints received were comments and feedback from the target groups highlighting additional supports and services they need, appreciating some supports provided by the project and requesting for services and supports which were never provided by the</p>	<p>might happen when targeted individuals approach CJ centers to receive services, or when they suggest some remedial procedures that make life easier to all involved parties.</p> <p>Uganda Development partners Lessons learn from the Complaints Handling System are as listed below:</p> <ul style="list-style-type: none"> • Most of the complainants preferred verbal channels including phone calls. • Community members are more confident in raising complaints during meetings/gathering. • Appropriate and timely information dissemination can avoid complaints that arise out of misinformation or lack of it. <p>Caritas Uganda (Humanitarian engagement)</p> <ul style="list-style-type: none"> • Targeted individuals from both Refugees and host community appreciate caritas for all the support she has given to them. They categorically said her work is evident enough compared to other partners hence requesting for more support. This shows that the livelihood of the target groups has improved subsequently through the nexus approach during the project cycle therefore it is worth recommending that funding sources be increased to give more support to the targeted individuals so that they become self-reliant.
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project. The majority of comments from targeted individuals revolved around getting additional services which they have not yet received from the project. For the complaints about services such as WASH and health which we do not handle, they were referred to partners that provide such services. 76% of the complaints raised were related to livelihoods and resilience, peace building accounting for 8%, education 9%, and WASH & health for about 2%.



Bangladesh

748 **Complaints received by Caritas Bangladesh (incl. programme supported by Caritas Denmark)**

The Emergency Response Program has been implementing several interventions in the Rohingya camps and the host communities in Cox’s Bazar district. 748 feedback and complaints have been reported disaggregated as follow: 12 complaints, 404 suggestions, 332 positive feedback. 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 about 55% male and 45% female.

- Consolidated farming approach is beneficial to the target group because it encourages teamwork and joint responsibility in approaching challenges affecting them. It also encourages each one of them to work hard to achieve household food security however, challenges of stray animals destroying the crops in the garden is the biggest setback therefore all stakeholders should be involved in inception to ensure community members take responsibility over their animals and local leaders enact By-laws against stray animals for the success of the project.
- The peace building project has enabled host communities and Refugees to integrate and coexist which is a big achievement therefore more funding should be allocated to it in order to end conflict between and among Refugees and host communities.

Bangladesh

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 this feedback and disseminate to other staff members.

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>Three channels were deployed under the CFRM- complaint box, hotline, and door-to-door block engagement. Complaints have been responded to and feedback acknowledged with initiatives taken.</p> <p>Burkina Faso Complaints received by OCADES-Caritas Burkina 640 These 640 operational complaints originate from 6 different regions and come for 77,7% from women and for 22,3% from men. All of the complaints have been answered. OCADES has a Community Accountability and Feedback Mechanism (CAFM) Focal Point at the level of the Secretariat General, each Diocesan Executive Secretariats and each project. OCADES Caritas Burkina is committed to strengthening awareness and accountability within communities by developing and implementing innovative awareness tools for the CAFM. These initiatives include:</p> <ul style="list-style-type: none"> • The design of Awareness Tools (Image Boxes, Posters, Leaflets) of the (CAFM) • Production of radio programs • The provision of the “conceptual framework of the Community Accountability and Feedback Mechanism ” • The establishment of a Register/Feedback and Complaint Management Books. <p>Myanmar 934 For the Emergency appeal 08/2022 (1st August 2022 – 31st July 2023), CDK’s local partner has regularly monitored the 5 implementing local offices via online platform in order to have accountability for improvement of Community Accountability System for Program Quality and efficient and effectiveness of project implementation. For the period 01/08/2022 -31/01/2023, the Emergency Appeal 08/2022, has collected a total of 934 feedback:</p> <p>431 “Thank you” for CDK’s local partner services and donors. 303 requests for more or continuous support for food assistance, 11 requests for information about food distribution, medical supplies or referral support, emergency shelter kits, hygiene kits and agricultural tools.</p>	<p>Burkina Faso</p> <ul style="list-style-type: none"> • OCADES includes in each funding request, a budget line that supports the management of the CARM. • 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). • Community sensitizations on CARM and extension and testing of complaint channel. <p>Myanmar Early in implementation, the CDK’s local partner Offices engaged actively with community leaders, community members to inform them of Caritas Emergency Appeal EA08/2022 program activities. Monthly based community feedback and complaint was collected, reviewed, responded to and informed to reprogramming of the activities based on changing context.</p>
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raud related	01	<p>Uganda</p> <p>Complaints received by the Development partners.</p> <p>1 Fraud complaint at Farmer organization level</p>	<p>Uganda</p> <p>Complaints received by the Development partners.</p> <p>The local partners have with satisfactory results opened and led a mediation process at Farmer Organisations level</p>
Sensitive	01	<p>Bangladesh</p> <p>Caritas Bangladesh has received 1 sensitive complaint.</p>	<p>Bangladesh</p> <p>Under Caritas Bangladesh Cox's Bazar office, sensitive complaints are handled by the safeguarding committee to ensure quicker response while maintaining necessary confidentiality.</p>
	03	<p>Uganda</p> <p>The formal procedures of handling were followed which involved case management and investigation, conclusions were drawn based on the findings and the parties involved were informed of the final decision. All the 03 were closed.</p>	<p>Uganda</p> <p>The average time/days taken from the submission of individual complaint to final feedback to complainant was between 3 to 20 days for an operational complaint while the sensitive complaints took an average of 2 to 3 months. Whereas the operational complaints were within the time stipulated in the complaint policy, the sensitive cases took very long time because investigation processes delayed.</p>
	12	<p>Burkina Faso</p> <p>12 sensitive cases were referred to OCADES and all were responded to.</p>	<p>Burkina Faso</p> <p>At the heart of the discussions in the 2022 workshops for OCADES staff, particular attention was paid to the fight against sexual exploitation and abuse. Recognizing the importance of ensuring the safety and dignity of all target groups, it was discussed how the Community Accountability and Feedback Mechanism (MCRR) can play a crucial role in the early detection and prevention of such incidents. Among the topics covered, knowledge of the different categories of feedback was examined in detail. Participants explored the multiple ways in which feedback can be collected, interpreted, and used to guide our</p>

		<p>Jordan 09 9 sensitives cases were referred either to HR or to Counseling units: Support in sensitive cases, depression, phycological support, family counseling, education counseling.</p> <p>Lebanon 03 3 allegations were referred to the Safeguarding team. Investigation done for all 3 cases and led to various decisions.</p>	<p>interventions. Understanding these categories has allowed us to diversify our approaches and adopt methods that are more suited to the various needs of the target group, providers, and partners.</p> <p>Jordan Caritas Jordan received 9 sensitive cases from person of various nationality. Each case was referred to the concerned unit and were all solved and closed some of these cases.</p> <p>Lebanon CL has decided to hold trainings on safeguarding in 2023 so all staff would become familiar with safeguarding and complaint channels.</p>
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