

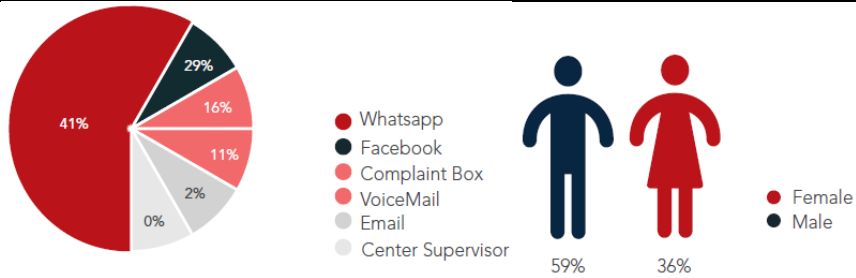
## Complaints received by Caritas Denmark and its partners in 2023

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 feedback & complaints handling policy therefore states that complaints coming from the persons benefiting of our international programmes and other local stakeholders are best handled by our implementing partners, while complaints from our implementing partners, persons participating in our activities in Denmark and international stakeholders are handled directly by Caritas Denmark. Caritas Denmark supports its 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 its partners in Bangladesh, Burkina Faso, Jordan, Lebanon, Myanmar, Uganda and Ukraine. A total number of 1206 complaints were received during the year, of which majority (1194 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.

### Summary overview of complaints received by Caritas Denmark and its partners during 2023.

Complaint Type	No.	Country Complaints received per country	Action Taken Lessons Learned
Operational	1	<b>Denmark</b> Caritas Denmark has handled one operational complaint in 2023 coming from a person participating in a training provided by one of its international Partners. The complaint handling procedure has been followed and the case was solved in a satisfactory way for all parts.	<b>Denmark</b> Caritas Denmark, together with its partner, has solved the case with a satisfactory outcome from all parts. Programmatic and logistic elements have been modified based on the complaint.
	377	<b>Jordan</b> <b>Complaints received by Caritas Jordan</b> Caritas Jordan dealt with 379 comments/feedback raised by Syrian refugees, non-Syrian refugees, and vulnerable Jordanians. The result of the feedback was focused on the areas of humanitarian basic needs, Health, Education, and protection. The complaints and feedback were received through the following channels with the following ratio per gender:	<b>Jordan</b> As part of transparency and accountability towards its beneficiaries, Caritas Jordan has been implementing a robust complaint system, with the intention of correcting improper work practices, addressing shortfalls to capture specific objectives and project goals, as well as giving beneficiaries a space to voice their opinions and suggestions on the impact of delivered services. This work comes after many years of implementing significant projects, utilizing all potential and available resources, making use of different experiences in humanitarian work internally and externally, and learning from implementation expertise. Caritas Jordan has worked hard on



These operational complaints had various purposes, among others: “Humanitarian Assistance Services” (160 comments); “Health” (118 comments); but also “Education or” “Others”.

The Syrians dominated the sample with 68%, while the Jordanians stood at 17%, the Iraqis at 5%, the Egyptians and Sudanese at 2% each, the Yemeni at 1%, finally Libyan at 0%, 23 participants by 6% couldn’t identify the nationality through the Complaint Box, Facebook, since it is not mentioned. Each case was referred to the concerned center through the email, for clarification, answer, or solution if any, and all were closed.

### Uganda

#### 0 Complaints received by the Development partners.

The complaints handling mechanism was created for accountability purposes between UGOPAP’s stakeholders, including partners, funders, and the implementing community.

Complaints from communities can be gathered using several methods:

- Suggestion or complaint boxes were placed in accessible locations.
- Organizing regular meetings or forums where community members could voice their concerns and complaints in a public setting promotes transparency and allows for direct dialogue between program implementers and the community.
- Focus group discussions
- SMS.
- Conducting regular field visits by program staff.

#### 227 Complaints received by Caritas Uganda (Humanitarian engagement)

innovating different and accessible modalities that suits all, taking into consideration discrepancies between levels of education and preferences:

1. Complaint boxes were installed in all Caritas Centers.
2. Phone Number (WhatsApp, SMS, Voice Mail).
3. Email: [comments@caritasjordan.org.jo](mailto:comments@caritasjordan.org.jo)
4. Face to Face meeting with the center supervisor.
5. Instruction signs placed in the centers showing the tools to complain and some essential instructions like (Respecting human dignity, individuals' rights, non-discrimination between center visitors due to ethnic group color, gender, origin, religion or nationality) ...etc.

### Uganda

#### Development partners

The absence of complaints during this reporting period suggests several possible interpretations:

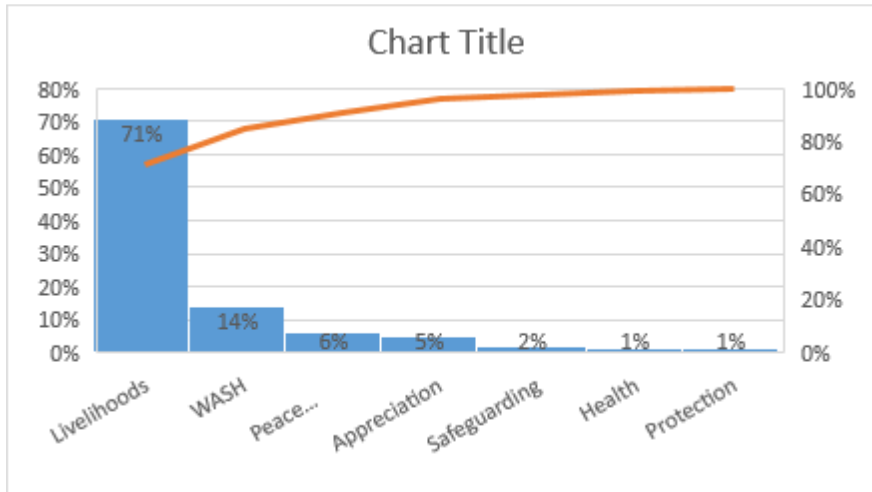
- The community and partners may be highly satisfied with the program's implementation and outcomes.
- Clear and effective communication and resolution of potential issues at the point of occurrence.
- Continuous efforts, to ensure that stakeholders are aware of and can easily access the complaints mechanisms, are needed
- Need to set up an effective complaints and feedback mechanism for all UGOPAP partners

#### Caritas Uganda (Humanitarian engagement)

- Several staff members conducted monthly feedback meetings with communities participating in the programme

The 227 complaints and feedback were given by communities and stakeholders via the following channels:

1. Suggestion box: 27
2. Toll free line (calls, messages): 19
3. Feedback meetings and community dialogues: 174
4. One on one physical interaction: 8



Most comments from communities revolved around getting additional services which they have not yet received from the project. Complaints about services such as WASH and health were referred to partners who provide such services.

Among the complainants, the gender ratio is 44,9% male and 55,1% female and the ethnical repartition as follow: 77,2% of the complainant were South Sudanese Refugees, 18,9% were host. 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.

379

### Bangladesh

#### 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

to give responses to their complaints and also get feedback. Other feedback was provided through phone calls.

- Through the recommendations of the feedback committee, several dialogues were organized between Refugees and host communities to resolve some of the complaints which are likely to bring conflicts among them.

### Bangladesh

Camp-19 Rohingya engage most via FCRM channels, highlighting the importance of tailored communication. Geographical feedback distribution informs targeted

	<p>Bazar district. 379 feedback and complaints have been reported disaggregated as follow: 346 suggestions &amp; requests, 33 appreciative feedback. In addition to the existing four FCRM channels (hotline, face to face interaction, help desk, and opinion box)., mainstreaming community feedback was facilitated via post-distribution monitoring (PDM) surveys. The gender ratio of complainants is about 72% male and 28% female.</p> <p>88 <b>Burkina Faso</b>  <b>Complaints received by OCADES-Caritas Burkina</b>  Out of the 88 positive feedback and operational complaints for the project funded by Caritas Denmark, 60 were from women and 28 from men. All of the complaints have been answered. The complaints registered were given through phone calls, suggestion boxes and complaints committee.</p> <p>14 <b>Myanmar</b>  Complaint channels have been created by the email, viber, skype, contact numbers and addresses in addition to regular field visits, phone conversation and meetings. The staff applied a proactive approach to find solutions for any issues occurred in the communities during field visits. CDK's partner has received 14 complaints out of which 13 are closed. The complainants are from 3 different groups: 1 Value Chain farmer, 10 Saving group member, 3 staff and 71,4% female &amp; 28,6% male.</p> <p>The following channels have been used to give the complaints: phone / skype conversation, face to face during staff field trip and during communities gathering meetings.</p> <p>108 <b>Lebanon</b>  <b>Complaints received by Caritas Lebanon</b>  Details of received allegations through the different reporting channels:</p> <ul style="list-style-type: none"> <li>- complaint boxes: 49</li> <li>- phone calls: 40</li> <li>- QR code: 17</li> <li>- complaint email address: 2</li> </ul>	<p>interventions and resource allocation. The program's proactive approach reflects dedication to dialogue, accountability, and effective assistance delivery to Rohingya and host communities.</p> <p><b>Burkina Faso</b>  In 2023, OCADES set up complaints management committees within each Dioceses. These committees are in permanent contact with the communities, discuss with them and raise awareness about the procedures for registering a complaint following an activity. However, it comes up against a concept that makes it culturally frowned upon for participants to complain against people who do good.</p> <p><b>Myanmar</b>  The program staff had been provided with Complaints and Feedback Handling Mechanism (CFHM) training. They raised awareness among community leaders and project participants regarding complaining options. The partner places a strong emphasis on addressing the issue of sexual exploitation, particularly in the interactions between the staff and beneficiaries. During monitoring trips, the staff created opportunity for target groups by having conversation separately in different places, ensuring a safe and secure environment.</p> <p><b>Lebanon</b>  Caritas Lebanon staff informed programme participants (shelters and centers ) about the tools for complaints through introductory sessions.</p>
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Feedback from participants highlighted a delay in transportation payments, which was promptly addressed. The delay originated from procedural challenges in the finance department. Corrective measures have been implemented.

**Ukraine**

Caritas Denmark has supported Caritas Ukraine for the “Support for residents of war-affected regions and internally displaced persons (IDPs) during the winter of 2023-2024”. Specialists conducted post-distribution surveys among 651 persons who received help from the organization. By receiving feedback from the participants, Caritas Ukraine can assess how useful the assistance was, if needs were covered, and the level of satisfaction with the assistance, in order to find ways to improve service delivery.

During these surveys, communities were able to communicate about their comments, wishes, thanks or complaints related to the project activities of the Caritas network.

Following strict procedures, 651 persons were interviewed:

women	men,	age 60+	36-59 y. o	18-35 y.o.
62 %	34%	59%	31%	10,3%

- 99,8% reported that Caritas staff treated them with complete respect.
- 99,7% were fully or rather informed about the conditions of participation in the project.
- 99,3% had no problems or difficulties when registering to participate in the project and are completely or rather satisfied with the process of issuing assistance.
- 96% felt completely or rather safe when registering for this type of assistance.
- 83,3% claim that Caritas employees were interested in what their needs are most pressing and how the organization can best help them.
- 71,3% of respondents know about Caritas feedback channels (employees' phone, hotline, website and social networks).

**Ukraine**

Caritas Ukraine Safeguarding policy governs the responsibilities an organization undertakes to ensure that its staff and programs promote the well-being of children and adults with vulnerabilities and protect them from the risk of harm and abuse.

The security system itself consists of the following elements:

- Job instruction, sign policies, trainings, personnel policy, response mechanism (accountability)

The policies, rules and procedures clearly state the norms, the rules of conduct of employees of the Caritas network of Ukraine, their actions in case of detection of violations by other employees, procedures for notifying responsible persons about violations, protection against disclosure, the responsibility of each employee and the consequences of committing or concealing violations. All procedures for handling complaints in the Caritas network of Ukraine are also described.

When providing assistance, employees familiarize the participants with their rights and the possibility of filing a complaint in case of need in a way convenient for them: online form, hotline and email.

Ways of submitting complaints are posted on the official pages of the Caritas network of Ukraine, in accessible places at the aid distribution points.

		<ul style="list-style-type: none"> <li>100% reported that Caritas staff did not ask for any compensation in exchange for their inclusion in this program. No one reported abuse or misconduct by Caritas Ukraine employees.</li> </ul>	
<b>Fraud related</b>	01	<p><b>Denmark</b></p> <p>1 allegation of misconduct classified as fraud was registered at a national level. Caritas Denmark formal procedures of handling were followed which included an investigation. Conclusions were drawn based on the findings and the parties involved were informed of the final decision.</p>	<p><b>Denmark</b></p> <p>The complaint committee has handled the allegation with satisfactory results, leading to tightening volunteers' recruitment and onboarding. The investigation showed that the allegation was the result of a lack of knowledge of CDK's Code of Ethics &amp; Conduct.</p>
<b>Sensitive</b>	01	<p><b>Bangladesh</b></p> <p>Caritas Bangladesh has received 1 sensitive complaint.</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 while maintaining necessary confidentiality.</p>
	01	<p><b>Uganda</b></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.</p>	<p><b>Uganda</b></p> <p>Handling the sensitive complaint took longer time than stipulated in the complaint policy, because of bureaucracy in investigation.</p>
	02	<p><b>Jordan</b></p> <p>2 sensitives cases were referred to Counseling units: Support in sensitive cases concerning need for protection and psychological support.</p>	<p><b>Jordan</b></p> <p>Caritas Jordan received 2 sensitive cases from person of various nationality. Each case was referred to the concerned unit and were closed.</p>
	07	<p><b>Lebanon</b></p> <p>7 sensitive allegations were investigated according to CL investigation procedures.</p>	<p><b>Lebanon</b></p> <p>Safeguarding action plans for different projects have been developed.</p> <p>The hotline is kept 24/7 on answering and processing cases.</p>