

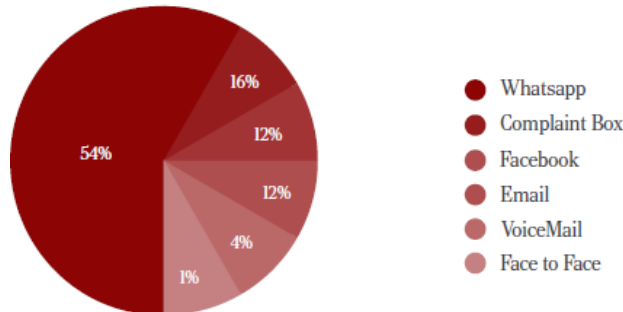
Complaints received by Caritas Denmark and its partners in 2024

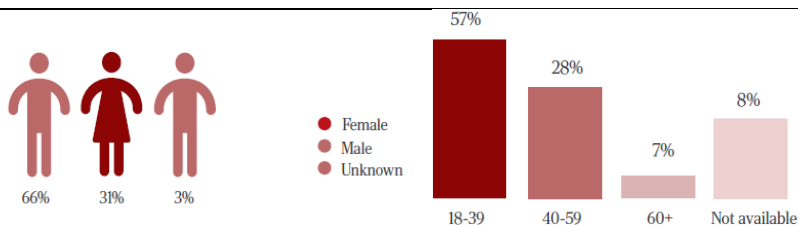
Caritas Denmark regards accountability as a priority to continuously improve the quality, learning and effectiveness of our national and international engagements. We are committed to the localization and local leadership agenda, and thus, tasks should be performed, and decisions should be made as close as possible to the people affected by them. Our feedback & complaints handling (FCHM) 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, Niger, Uganda and Ukraine. A total number of 2397 complaints and feedback were received during the year, of which majority (2386 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 2024.

Complaint Type	No.	Country Complaints received per country	Action Taken Lessons Learned
Operational	1	Denmark Caritas Denmark handled one operational complaint in 2024. The complaint came from a person in a country where a CDK funded programme is implemented by our local partner. However, the complaint was not related to the CDK funded activities. The complaint was referred to the local partner’s complaint handling committee. The committee had already worked on the complaint, but the complainant was not satisfied with the answer. CDK was in contact with the committee and concluded that the process was exhaustive. This was communicated back to the complainant.	Denmark The common standards on complaint handling facilitated easy and clear communication between CDK and the local partner’s complaint committee. The solid partnership also facilitated openness and willingness to discuss a challenge even though it strictly speaking was not within CDK parameter. Together, CDK and the partner attempted to present a satisfactory solution to the complainant.
	771	Bangladesh Complaints received by Caritas Bangladesh The Emergency Response Program has been implementing several interventions in the Rohingya camps and the host communities in Cox’s Bazar district. 771 feedback received (95% for shelter, 5% for site improvement and rest 1% for DRR) from January to December of 2024 through the four active channels (complain box, hotline, in-person, SM-	Bangladesh Throughout the reporting period, CB held several meetings, including community committee meetings for consultations and orientations. In these activities, discussions explicitly covered topics such as the code of conduct, sexual exploitation, and other forms of abuse, in addition to relevant national legislation and human rights issues. CB conducted community outreach

		CFRM). 29% feedback received from female participants and 71% feedback received from male participants. Among that feedback, 92% were operational & requests, 8% positive feedback. A total of 93% of feedback has been responded immediately to and the rest, 7%, were forwarded/referred to the local complaint committee. No significant complaints raised from the community.	programs aimed at enhancing awareness among the Rohingya population and host community members regarding their rights. Emphasis was placed on educating them on how to report any incidents of abuse or exploitation. The community and stakeholders were also briefed on the general FCHM referral mechanisms and the operational procedures.														
	183	<p>Burkina Faso</p> <p>Complaints received by OCADES-Caritas Burkina</p> <p>Out of the 183 positive feedback and operational complaints for the project funded by Caritas Denmark, 113 were from women (aged 14-65 years old) and 70 from men (aged 20-76 years old). All the complaints have been answered. The complaints registered were given through suggestion boxes and the complaint committees.</p>	<p>Burkina Faso</p> <p>The complaints committee (representatives of the stakeholders) is responsible for informing the communities of their rights and duties regarding complaints and about the FCHM.</p> <p>OCADES ensures that the personal information of complainants, victims, and witnesses is treated confidentially. Secure communication channels are established to allow victims and witnesses to report abuse without fear of reprisal. Lessons learned from operational complaints help to redirect and improve future project activities according to the communities' specific needs.</p>														
	162	<p>Jordan</p> <p>Complaints received by Caritas Jordan</p> <p>Caritas Jordan dealt with 162 comments and 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 and age:</p>  <table><tr><th>Channel</th><th>Percentage</th></tr><tr><td>Whatsapp</td><td>54%</td></tr><tr><td>Complaint Box</td><td>16%</td></tr><tr><td>Facebook</td><td>12%</td></tr><tr><td>Email</td><td>12%</td></tr><tr><td>VoiceMail</td><td>4%</td></tr><tr><td>Face to Face</td><td>1%</td></tr></table>	Channel	Percentage	Whatsapp	54%	Complaint Box	16%	Facebook	12%	Email	12%	VoiceMail	4%	Face to Face	1%	<p>Jordan</p> <p>It particularly focuses on programme participants' perspectives and their satisfaction with the services provided. The report considers several key factors: service quality, quantity, timeliness, preferences for future services, and, most importantly, the establishment of strong and effective communication channels between Caritas Jordan staff and the people they serve.</p> <ol style="list-style-type: none">1. Complaint boxes were installed in all Caritas Centers.2. Phone Number (WhatsApp, SMS, Voice Mail).3. Email: comments@caritasjordan.org.jo4. 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.
Channel	Percentage																
Whatsapp	54%																
Complaint Box	16%																
Facebook	12%																
Email	12%																
VoiceMail	4%																
Face to Face	1%																



These operational complaints had various purposes, among others: “Humanitarian Assistance Services” (71); “Health” (45); but also “counselling support”, “education” or “Others”.

The Syrians dominated the sample with 69%, while the Jordanians stood at 17%, Sudanese and unknown at 4% each, Palestinian at 3%, the Yemeni, Iraqis and Egyptians at 1% each, finally Others at 1%. Each case was referred to the concerned center through email, for clarification, answer, or solution if any, and all were closed.

38 Lebanon

Complaints received by Caritas Lebanon

A total of 38 complaints were received through the different reporting channels:

- complaint boxes: 5
- phone calls: 15
- QR code: 6
- email address: 9
- direct contact: 3

14 Myanmar

Several channels for complaints are available: 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 issues occurred in the communities during field visit. CDK’s partner has received 14 complaints out of which most are closed. The operational complaints are coming from 3 different groups: 1 Value Chain farmer, 10 Saving group members, 3 staff members (71% female & 29% male). The following channels have been used to complain: Phone calls / skype conversation, face to face during staff field trip and during communities gathering meetings.

Lebanon

Caritas Lebanon staff informed programme participants (shelters and centres) about the tools for complaints through introductory sessions.

Complaints that were not of safeguarding nature were transferred to the relevant technical department for solution.

Myanmar

The program staff had been provided with Complaints and Feedback Handling Mechanism (CFHM) training and awareness raising among community leaders and project participants regarding complaining options. The staff apply a proactive approach when on field visit to find solutions for any issues raised by the communities. To uphold the organization’s value and protect the complainants or possible victims, strict confidentiality measures will be maintained and treated with the utmost confidentiality.

	3+	<p>Niger</p> <p>Complaints received by CADEV</p> <p>Several group complaints and suggestions have been received during 2024. The group receiving humanitarian assistance has been complaining directly to CADEV staff about the high prices of food articles on the market. A negotiation committee has been created on the spot, and the prices have been regulated. The group was composed of both men and women (adults and seniors) with both IDPs, host communities and refugees.</p> <p>The group of Mamans Lumière (women) has requested to be trained to First Aid during a safeguarding awareness training. The activity is planned for 2025.</p> <p>The group of Youth (both girls and boys) under educational training wishes for starter kits at the end of their education. The subject has been put to reflection for 2025-2026.</p>	<p>Niger</p> <p>To address the challenge of reporting and processing complaints, CADEV proposed the adoption of a more appropriate FCHM. To adapt to the communities and guarantee their safety as complainants, posters have been produced allowing the behavior of agents, conduct of activities, reporting channels level of satisfaction to be understood by all. At the start of each activity, especially for new target groups, time is dedicated to raising awareness about CADEV's safeguarding policy and the staff code of conduct. Capacity building activities included in the program on gender-based violence are good opportunities to promote aspects related to the protection and respect for the dignity of each participant.</p>
	278	<p>Uganda</p> <p>Complaints received by the Development partners.</p> <p>In total, the project received 278 Operational complaints: 69 were from women and 209 were from men, both from the farmers' group and staff. Out of these 278 complaints, 254 of them were resolved at the end of 2024, the others were still pending.</p> <p>These complaints were made through emails, phone calls and face-to-face meetings.</p>	<p>Uganda</p> <p>Development partners</p> <p>Receiving complaints will enable the programme to be improved for programme participants but also take the needs of staff into account.</p>
	234	<p>Complaints received by Caritas Uganda (Humanitarian engagement)</p> <p>The 234 complaints and feedback were given by communities and stakeholders via the following channels (44% men & 56% women):</p> <ol style="list-style-type: none"> 1. Suggestion box: 29 2. Toll free line (calls, messages): 15 3. Feedback meetings and community dialogues: 156 4. One on one physical interaction: 34 <p>The majority of issues raised were related to livelihoods which accounted for (71%), Peace building/counselling which accounted for 2%, WASH (12%), Protection (1%), Appreciation (5%), Safeguarding (2%) and (1%) Health. Some of these issues were referred to other partners. The</p>	<p>Caritas Uganda (Humanitarian engagement)</p> <p>The people affected by crisis and other stakeholders are able to complain based on the core humanitarian standards, commitment number 5. The acknowledgement and appreciation of Office of the Prime Minister (OPM) and United Nations High Commissioner for Refugees (UNHCR) to Caritas Uganda and Caritas Arua for its numerous achievements through feedback mechanism could not be disputed. This is because the programme participants have known their rights and are empowered to speak about the services provided to them which makes them have sense of ownership, belonging to and responsibility over the projects.</p>

		<p>Complaint Desk Officer followed them up and feedback was given to the complainant.</p> <p>186 complaints were submitted by South Sudanese Refugees, 36 by host communities while 12 by other stakeholders (staff and Partners) Majority of the programme participants were served while others were referred to other stakeholders for complaints falling outside Caritas Denmark's mandate. All complaints were closed and complainants given feedback in 2024.</p>	<p>Through the recommendations of the feedback committee, several dialogues were organized between Refugees and host communities to resolve some of the complaints which were likely to bring conflicts among the programme participants. Proper implementation of projects makes programme participants appreciate Caritas and embrace the approach of integration of host communities and refugees in groups helping to create peaceful co-existence between them. Future programming should be based on assessment of the cultural values of the host communities and stakeholder engagement right from the grass root level to mitigate risks of conflicting priorities.</p>
	702	<p>Ukraine</p> <p>Caritas Denmark has supported Caritas Ukraine for the project "Supporting residents of affected areas and internally displaced persons (IDPs) during the winter of 2024-2025".</p> <p>A total of 702 feedback responses were received from the project participants.</p> <p>Expressions of gratitude: 82%.</p> <p>Program-related inquiries: 12% (received from programme participants who expressed gratitude for the assistance but required additional support)</p> <p>Program-related concerns: 6% (raised by programme participants who received assistance in the form of solid fuel and financial support for utility payments.)</p> <p>No project participant reported any cases of a Caritas staff member demanding any form of compensation in exchange for program inclusion or any instances of misconduct, abuse, or inappropriate behavior by Caritas employees towards the respondent, their family, or acquaintances.</p>	<p>Ukraine</p> <p>Caritas Ukraine 's protection mainstreaming strategy includes promoting its feedback and response mechanism while ensuring that staff have up-to-date information on referral pathways for support such as psychosocial services, GBV services, child protection services and support for IDPs returnees, host communities.</p> <p>Together with the safeguarding system, CUA has a mechanism to treat sensitive cases, ensure confidentiality and follow-up on such cases.</p> <p>After conducting an information campaign for the affected population in remote settlements, CUA has been able to tailor its FCHM to take into account the special need crisis-affected people while maintaining confidentiality.</p> <p>The CUA has 4 reporting channels: a hotline, an email address, trust boxes and online form via CUA's website.</p> <p>All project-staff and providers have been following training sessions on safeguarding policy and communication standards with programme participants and have disseminated informational leaflets on safeguarding policy, and detailed explanation about the FCHM.</p>
Sensitive	01	<p>Bangladesh</p> <p>Caritas Bangladesh has received 1 sensitive complaint.</p>	<p>Bangladesh</p>

	03	<p>Lebanon</p> <p>3 sensitive allegations were investigated according to CL investigation procedures. Two of them were found to be substantiated.</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> <p>Lebanon</p> <p>The hotline is kept 24/7 on answering and processing cases. The follow up by all concerned parties was made (safeguarding advisor, management, investigator...).</p>
	01	<p>Niger</p> <p>One SEAH case has been detected by a "Maman Lumière", even if that person was not part of the programme. The case was reported to the police, which led the investigation.</p>	<p>Niger</p> <p>Even if not part of the programme, a follow-up has been done by the Maman Lumière to see the case closed.</p>
	03	<p>Uganda</p> <p>One sensitive complaint was lodged by a female; the other data was not segregated. Of the three sensitive complaints, two were resolved and closed, whereas one is pending.</p>	<p>Uganda</p> <p>Handling the sensitive complaint took longer than stipulated in the complaint policy, because of the bureaucracy in investigation.</p>