

Accountability towards communities 2022

ACTED's confidential & secure **Complaints and Response Mechanism (CRM)**

ACTED's CRM

- ✓ For **communities** we work with to share complaints and feedback and receive a response
- ✓ For our **project teams** to use the feedback to improve our programming

Few / no complaints & feedback

Thailand Tajikistan
Philippines Sri Lanka
Kyrgyzstan Uganda

- Limited volume of activities
- Development-oriented programming
- Local culture

Overview – All feedback & complaints received

7% down
compared to 2021*

In part due to the implementation of a new complaints database system, including an online platform that prevents duplication errors and allows for a better follow-up.

Across **33 countries**



Including **37,902 thanking notes**

110,556
received

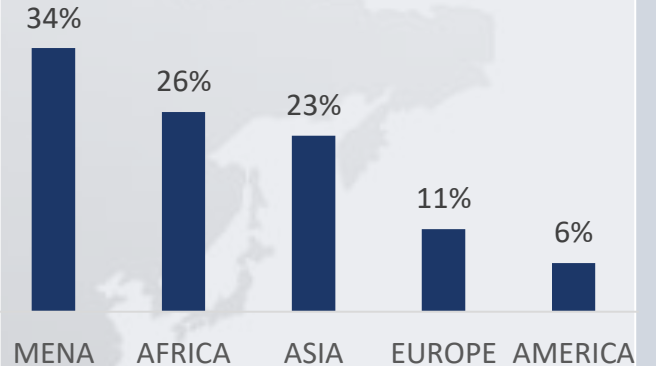
45%
coming from
women



64% from Syria, Bangladesh, Ukraine, Haïti and Burkina Faso

In part due to ACTED working as camp management agency and therefore managing the camp-based Complaints and Feedback Mechanisms (CFMs). A significant proportion of these complaints are non-ACTED related.

Regional repartition



Relevance to ACTED

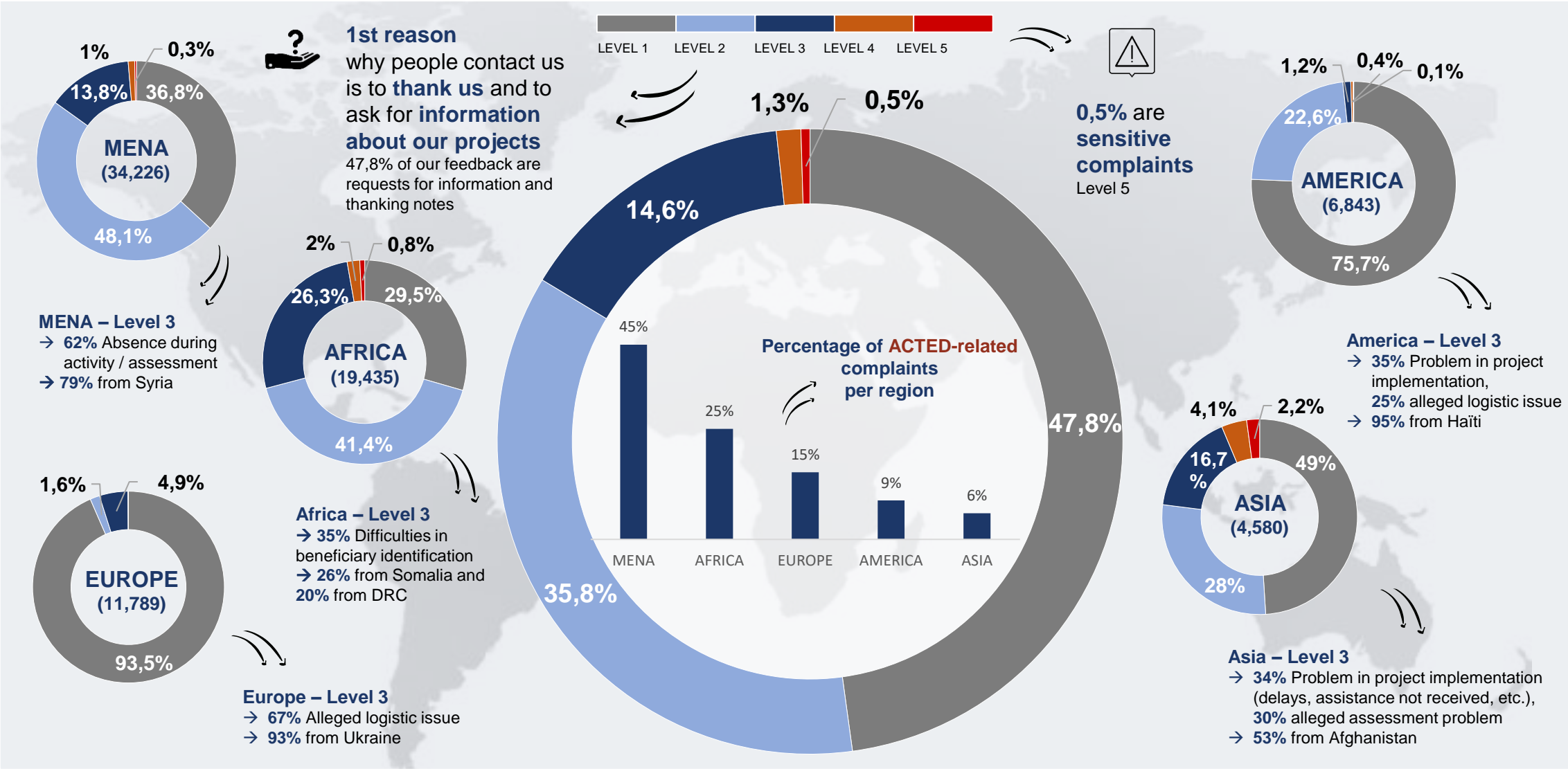


70% ACTED-related

59% of non-ACTED-related cases from Bangladesh, **11%** from Sudan and **11%** from Burkina Faso.

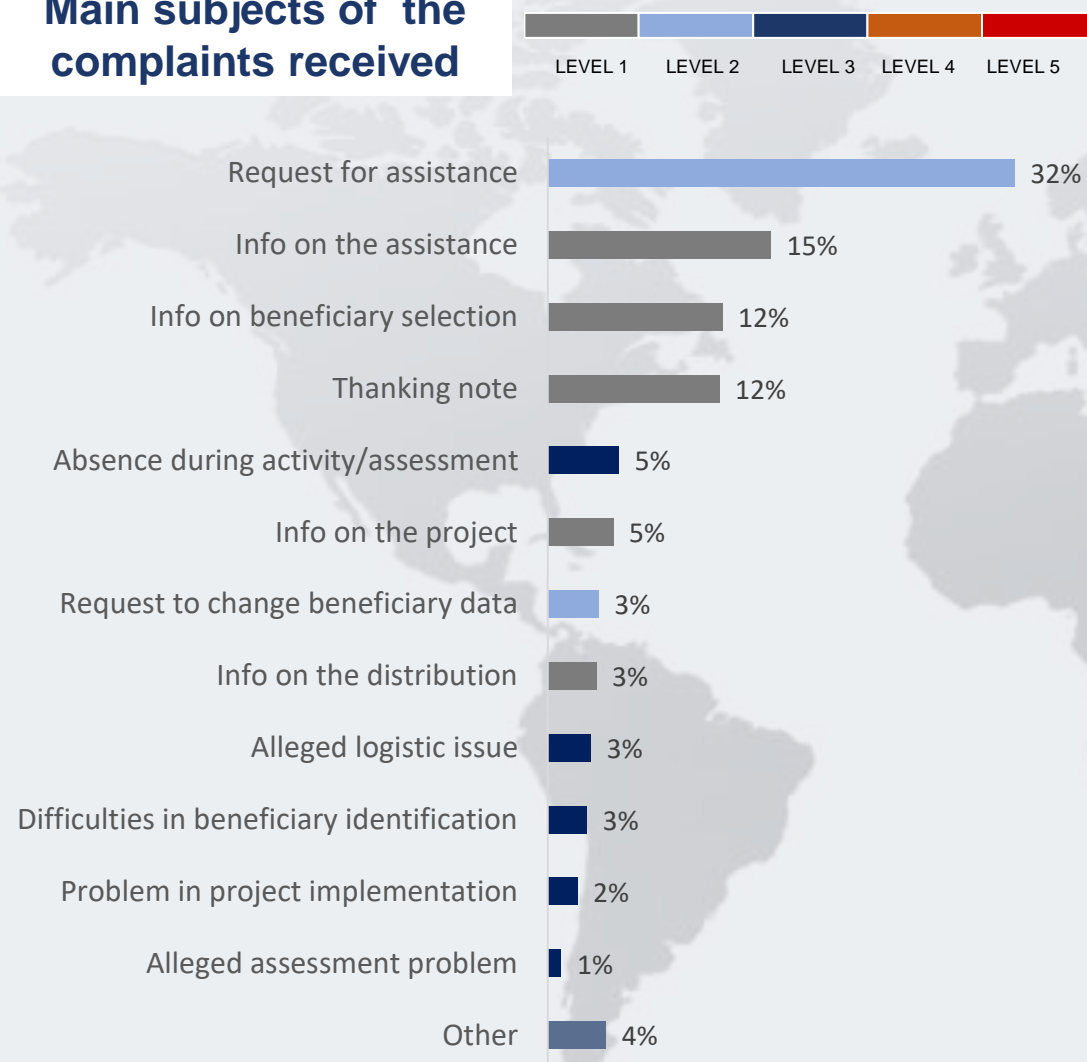
*118,944 feedback & complaints received in 2021 (ACTED and non-ACTED related)

Types of complaints – ACTED-related



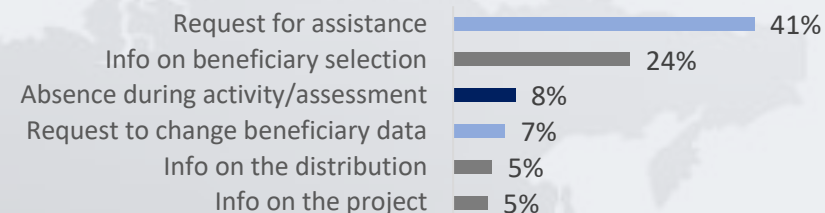
Details on the types of complaints – ACTED-related

Main subjects of the complaints received

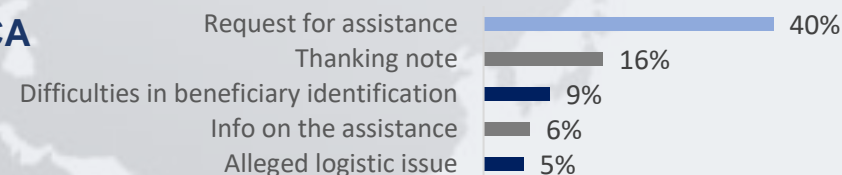


Main subjects of complaints received per area

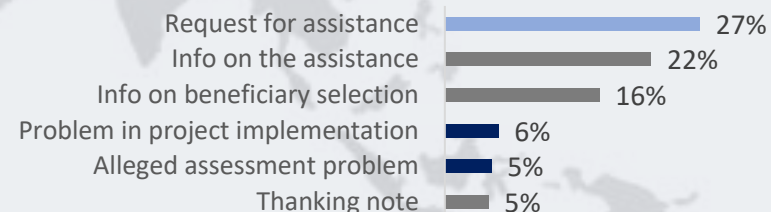
MENA



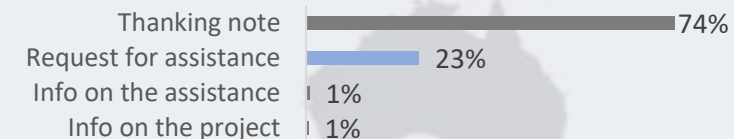
AFRICA



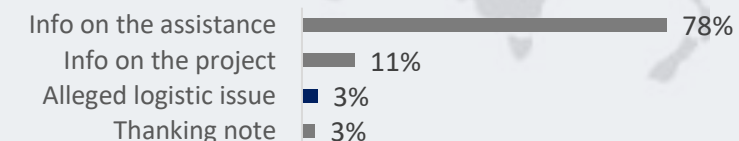
ASIA



AMERICA

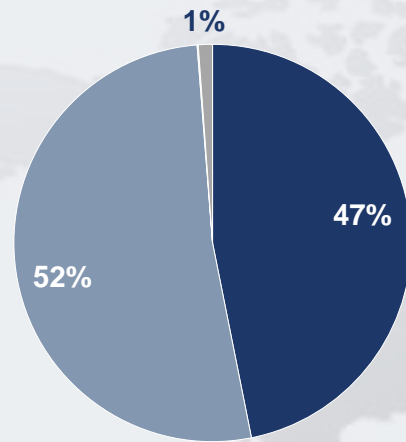


EUROPE



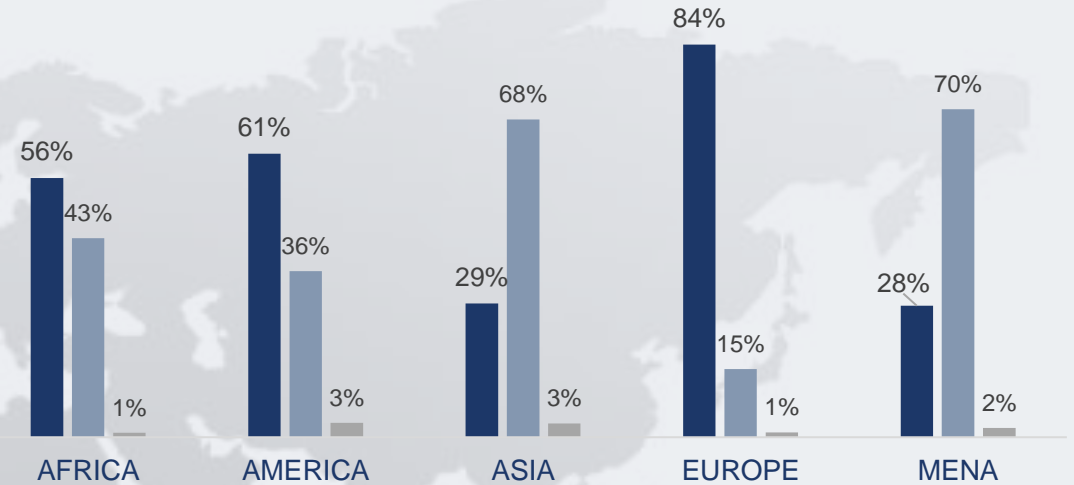
Complainants – ACTED-related

Gender of complainants

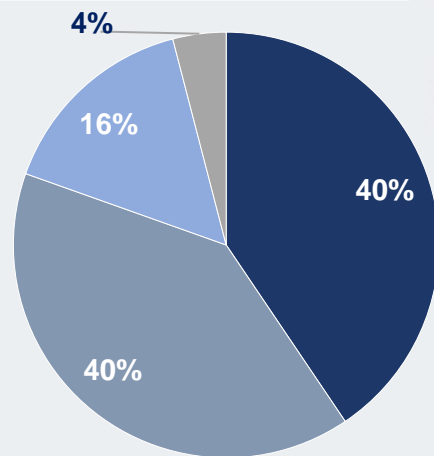


47% of complainants are female

- Female
- Male
- Unknown



Type of complainants

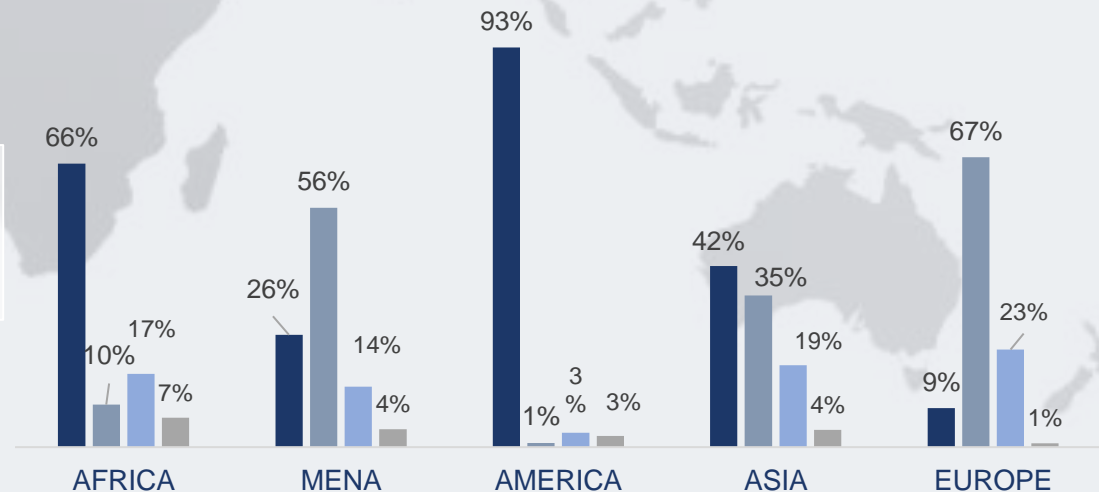


40% of complainants are beneficiaries



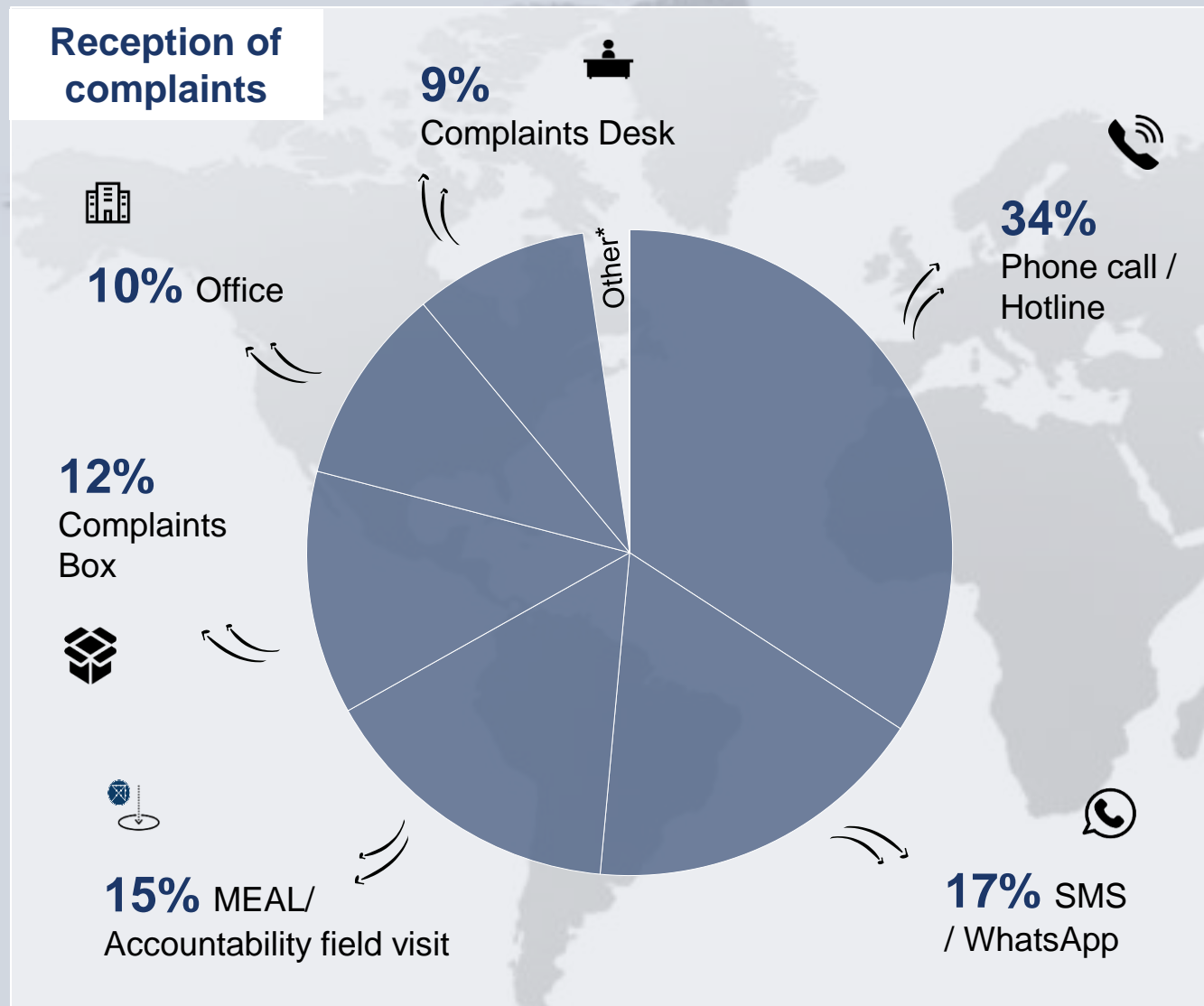
- Beneficiaire
- Third party with link to project
- Third party without link to project
- Unknown / other *

22% of the complaints are **related to targeting** – a lot of people who were not selected as part of ACTED's assistance contact the CRM.



*Other types of complainants: ACTED staff, partner staff, contractor staff.

Communication means – ACTED-related



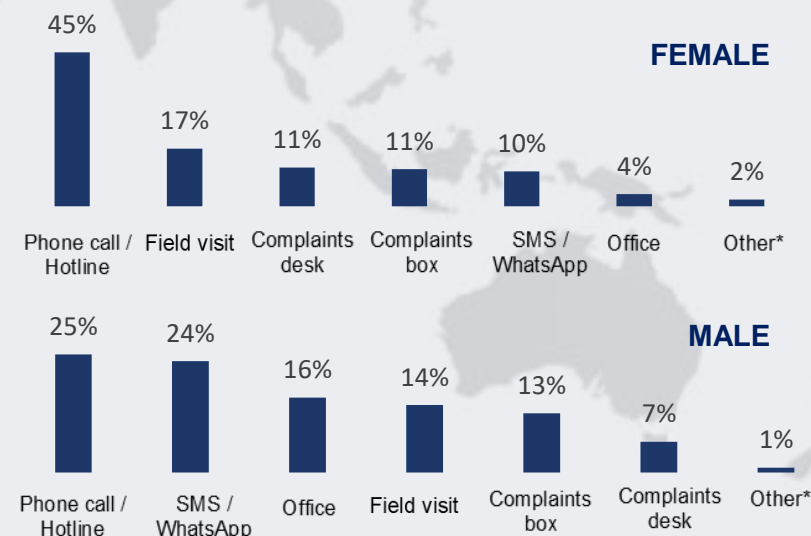
Regional

Different communication means per region

MENA	SMS / WhatsApp (38%) & Office (21%)
AFRICA	Phone call/Hotline (36%) & Field visits (23%)
ASIA	Phone call / Hotline (86%)
AMERICA	Field visit (43%) & complaints desks (35%)
EUROPE	Phone call / Hotline (97%)

Gender

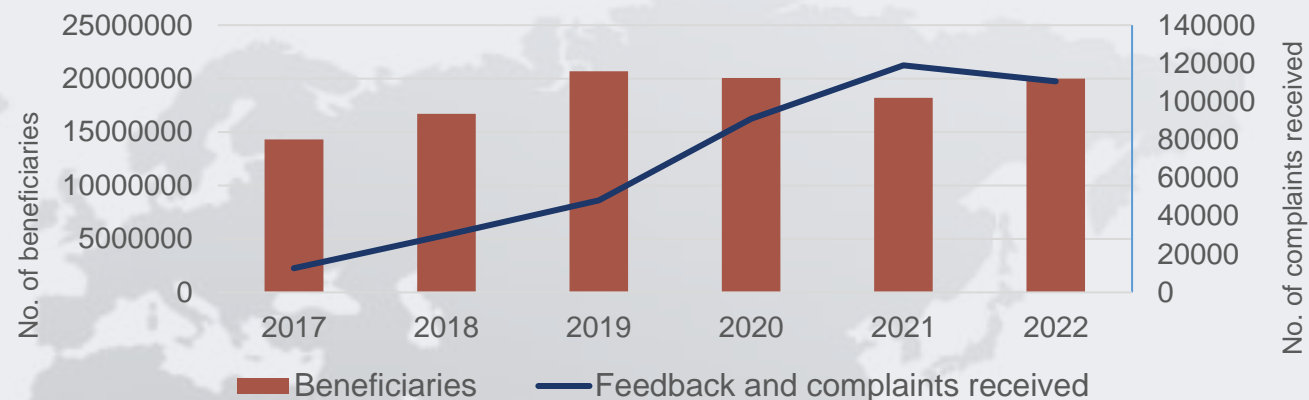
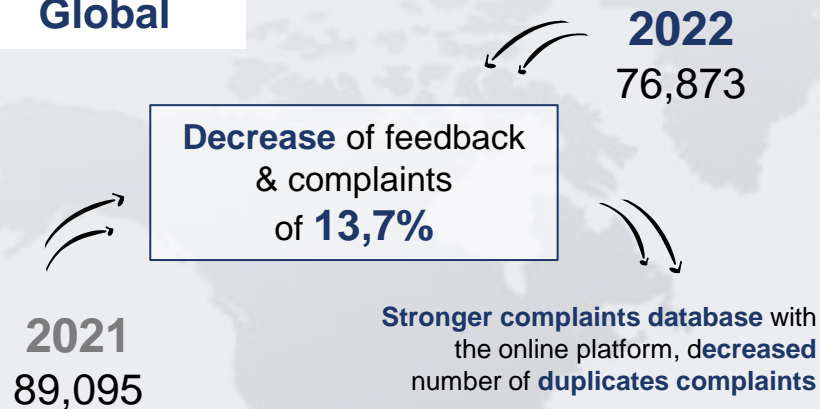
Variation of preferences per gender



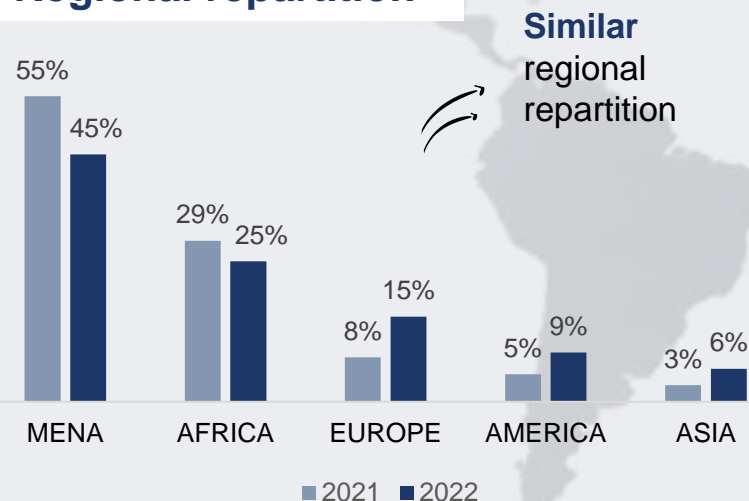
*3% : referred by ACTED staff (other than AME), email, NGO referral, post, social media and other.

Comparison 2021 – 2022 **ACTED-related complaints only**

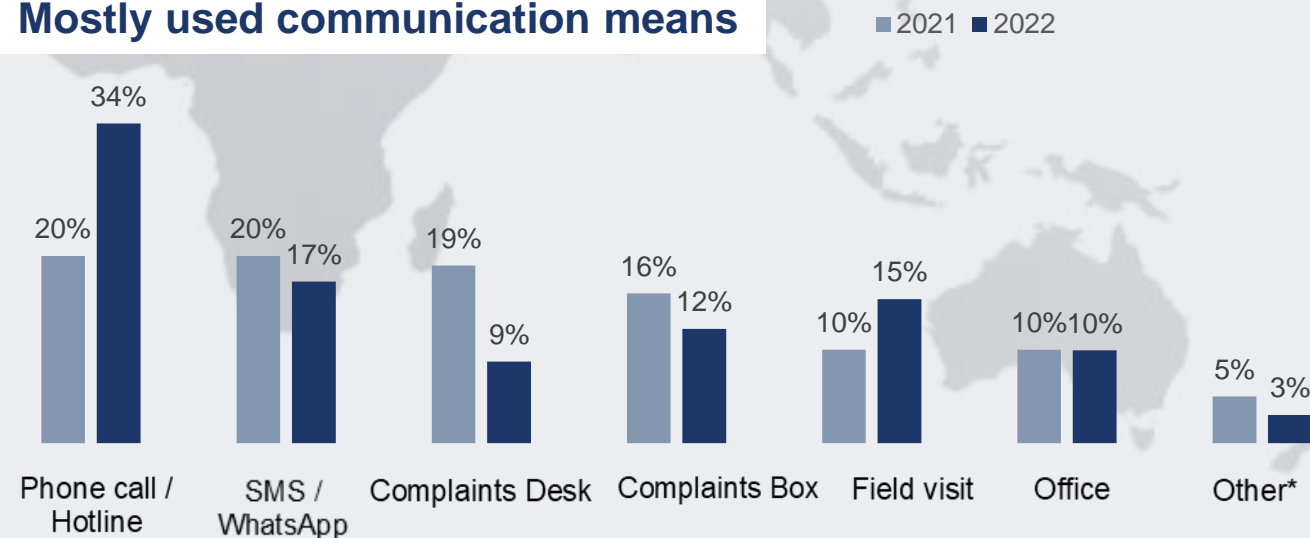
Global



Regional repartition



Mostly used communication means



*Referred by ACTED staff (other than AME), email, NGO referral, post, social media and other.

Comparison 2021 – 2022 ACTED-related complaints only

Complainants

2021
44% female

2022
47% female



Similar complainant profiles
with **slightly more** female
complainants

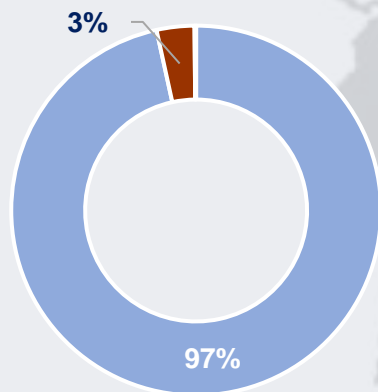
2021
40% beneficiaries

2022
40% beneficiaries



Complaints closure

2022



■ Closed ■ Pending

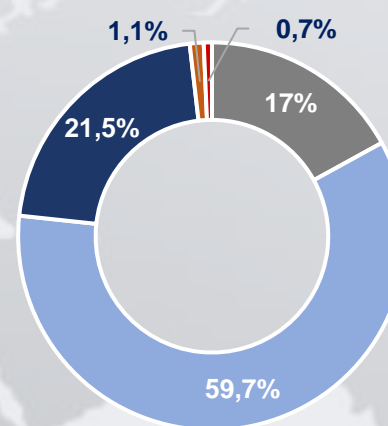
9,9 average days to close complaints

4 days less than in 2021 (13,8 average days to close complaints)

Sensitivity of complaints



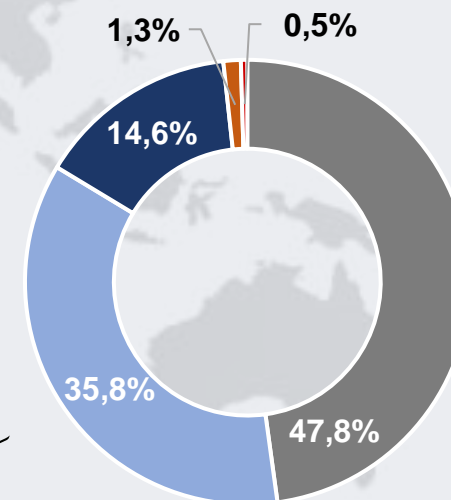
2021



Significant increase of requests for information

Mainly due to a re-evaluation of the classification of complaints in 2022, which clarifies that all requests for information are Level 1

2022

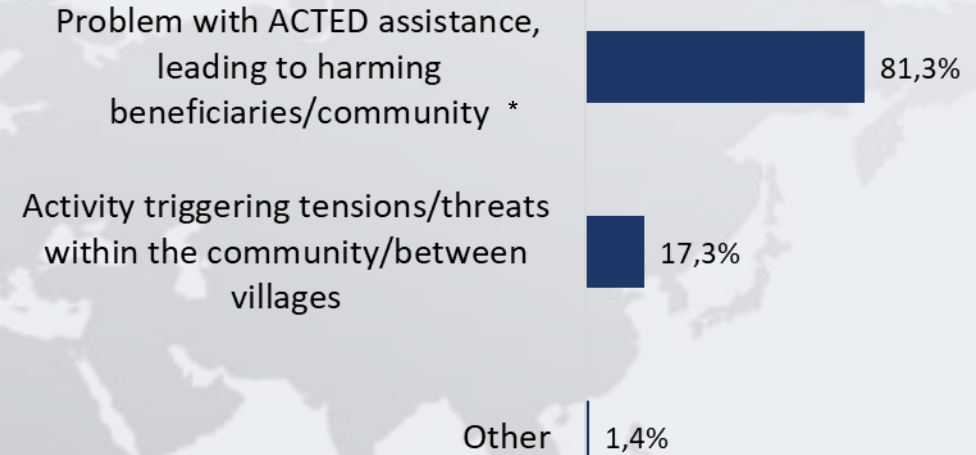


Decrease of requests for assistance and minor complaints regarding the activities

Focus on Level 4 complaints – ACTED-related

43% Activities putting beneficiaries/community members/environment at risk (417)

- Mostly registered in **DRC** (261) and **Syria** (92)



39% Alleged irregular or biased selection process (379)

- Mostly registered in **Syria** (163) and **Afghanistan** (79)



*Mainly related to bad quality of food distributed, water unsafe for drinking, shelters and sewage issues.

Focus on Level 4 complaints – ACTED-related

12% Alleged misbehaviour (other than SEA, and other than child ill-treatment or negligence) (119)

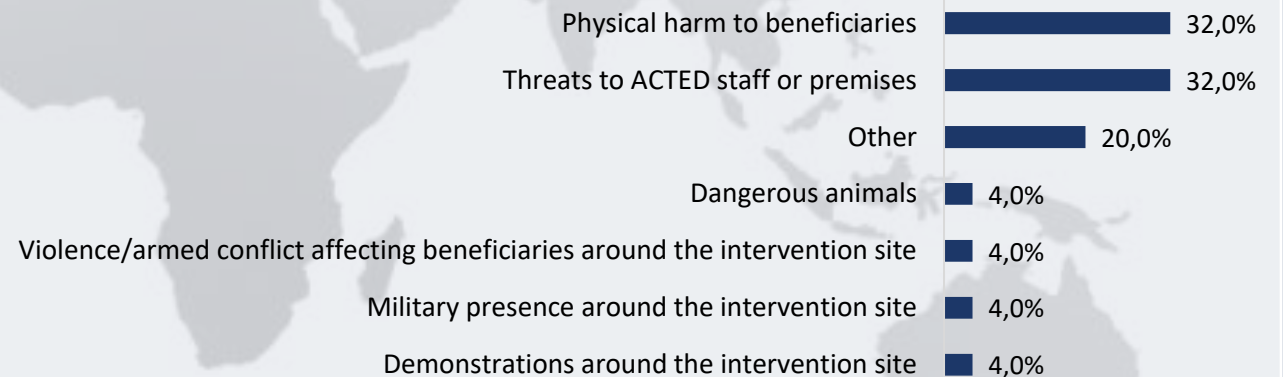
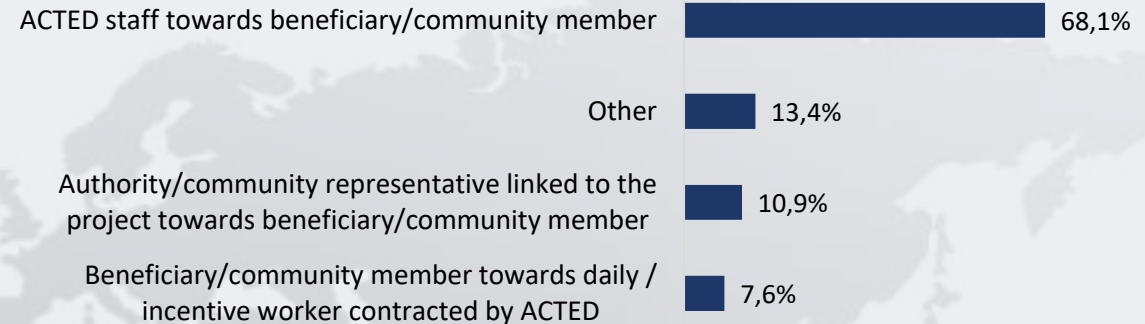
➤ Mostly registered in **Syria** (31), **DRC** (20) and **Pakistan** (16)

3% Security-related issues (25)

➤ Mostly registered in **Syria** (6), **DRC** (5) and **Yemen** (4)

3% Other (29)

➤ Mostly registered in **Afghanistan** (27)



➤ Complaints downgraded by ACTED Transparency from level 5 to level 4 after initial fact finding or investigation