

# Accountability towards communities 2020

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

## ACTED's CRM

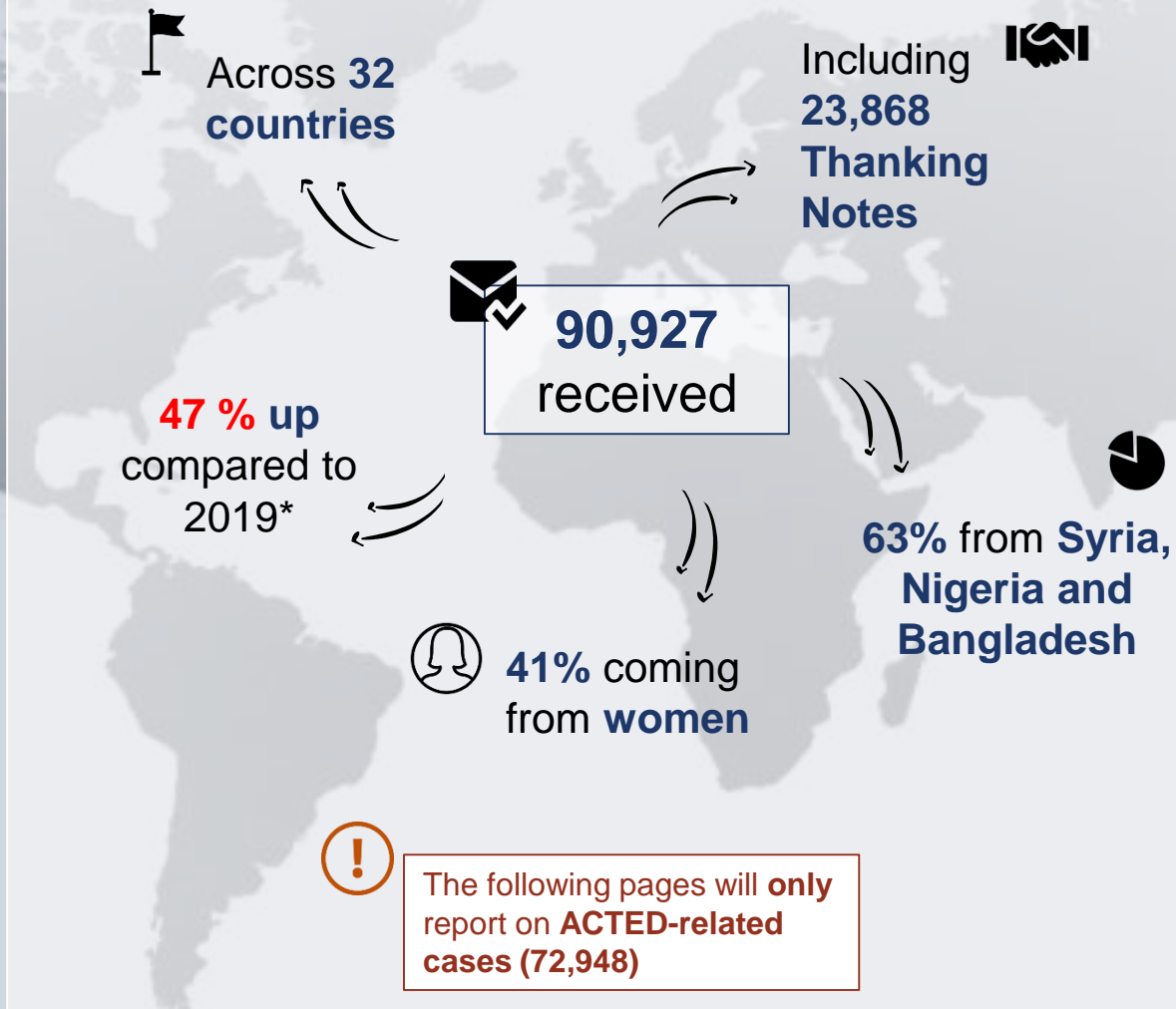
- ✓ For **Communities** we work with to share complaints and feedback and receive a response
- ✓ For our **project teams** to use the feedback to improve our programming

## Few / no complaints & feedback

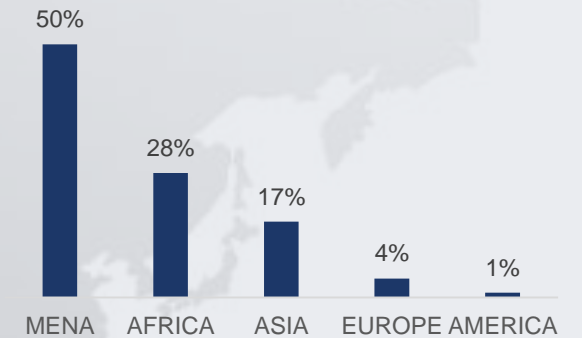
Kyrgyzstan	Uzbekistan
Philippines	Tajikistan
Myanmar	Thailand
Colombia	Venezuela
Senegal	Uganda

- Limited volume of activities
- Development-oriented programming
- Local culture
- New countries with CRM being put in place in 2020

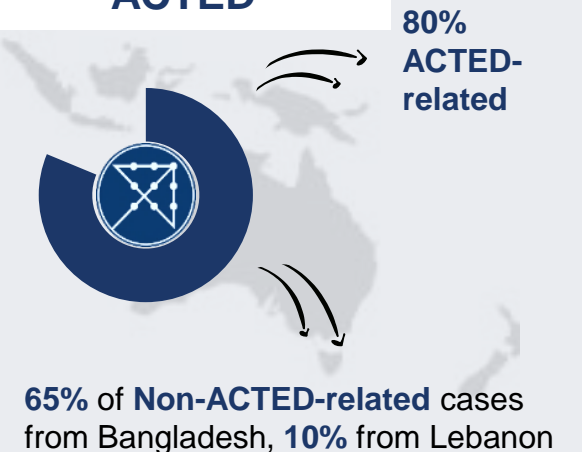
## Overview – All received feedback & complaints



## Regional repartition

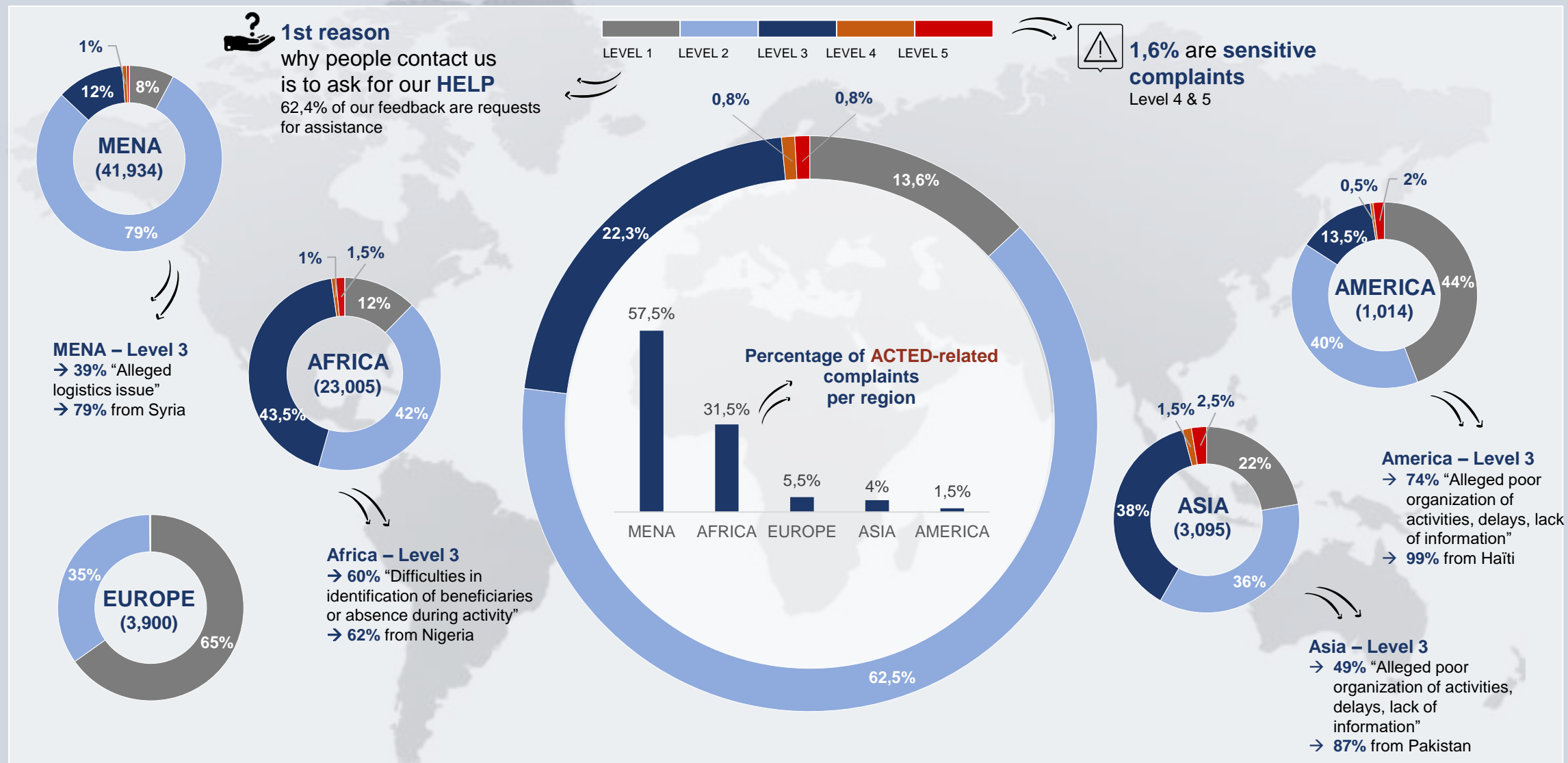


## Relevance to ACTED



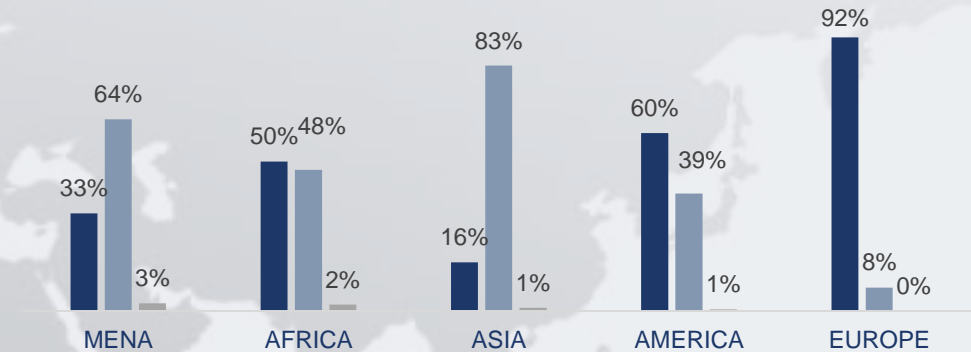
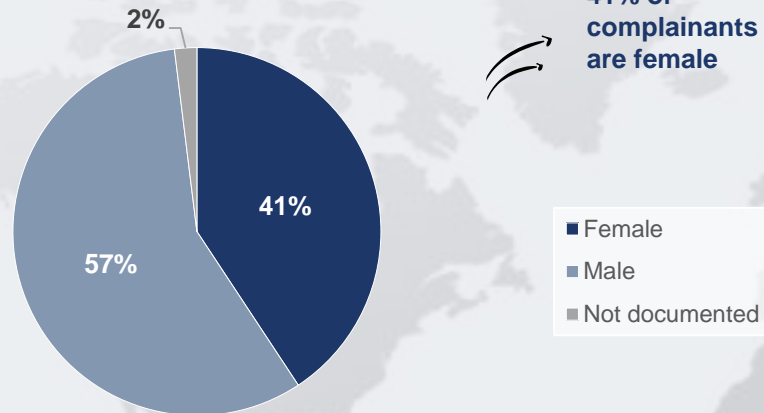
\*48,178 feedback & complaints received in 2019 (ACTED and non-ACTED related)

# Types of feedbacks & complaints – ACTED-related

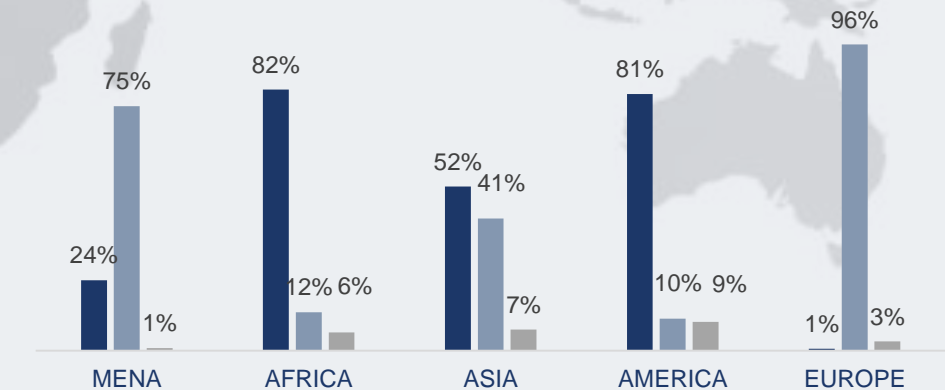
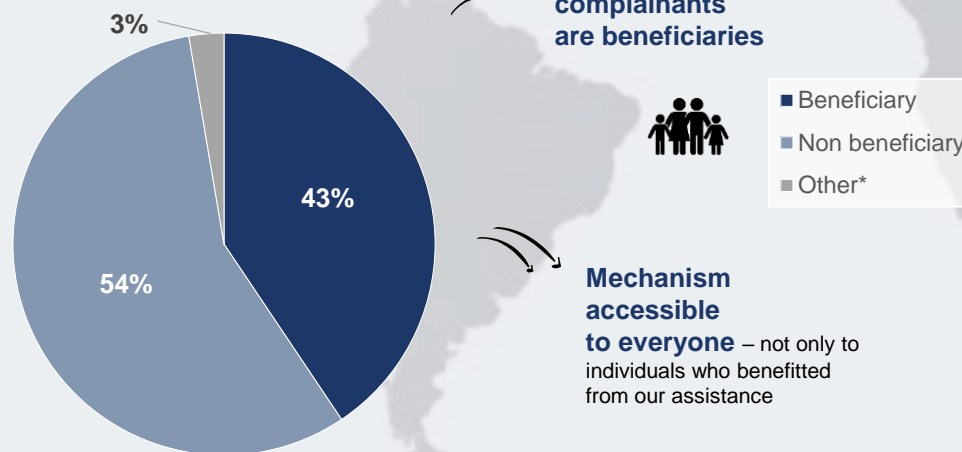


# Complainants – ACTED-related

## Gender of complainants

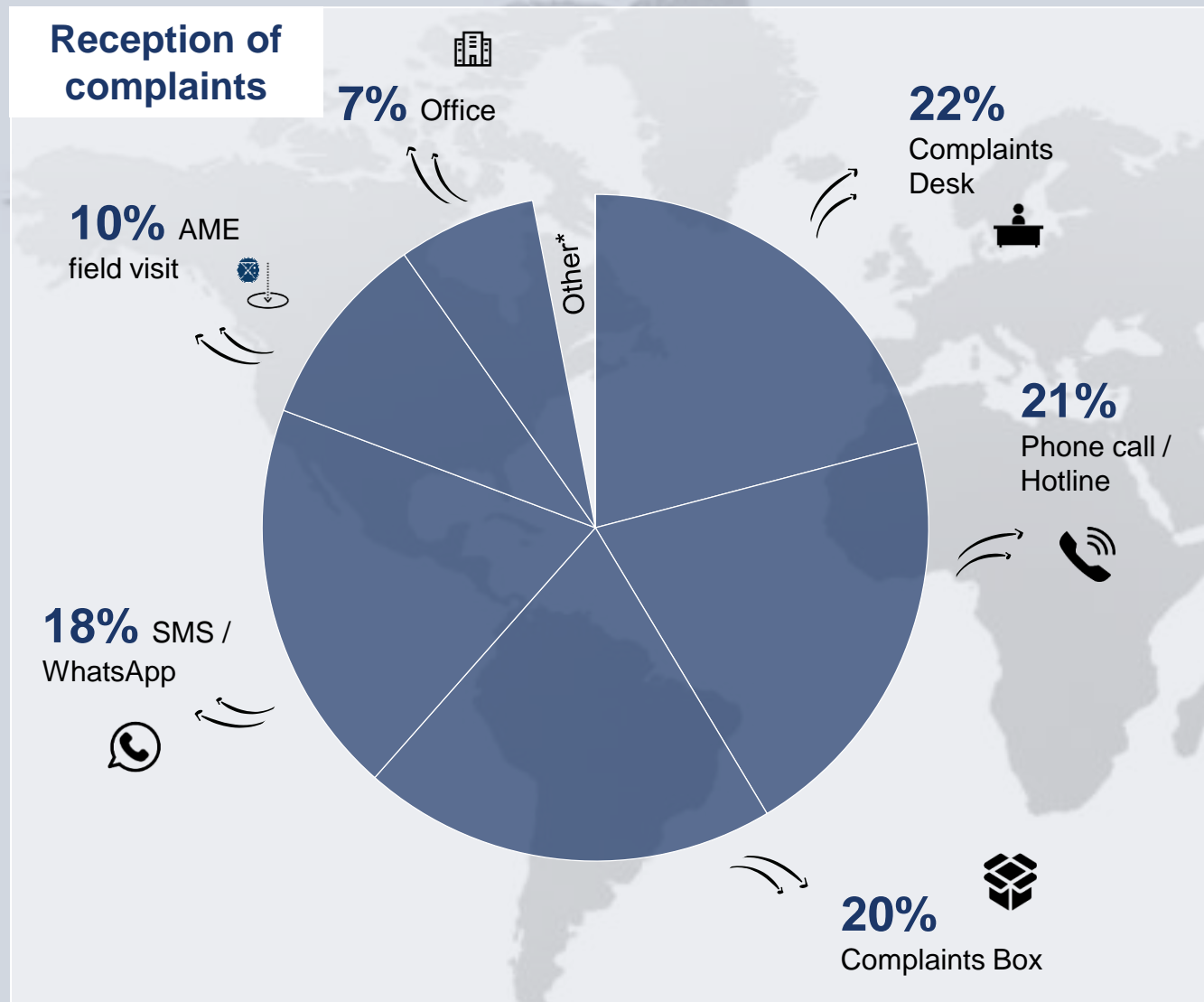


## Type of complainants



\*Other types of complainants: local authority, community-based organization, community leader, others

## Communication Means – ACTED-related



### Regional

#### Different communication means per region

**MENA**

SMS / WhatsApp and Complaints Box (59%)

**AFRICA**

Complaints desk (55%)

**ASIA**

Phone call / Hotline (94%)

**AMERICA**

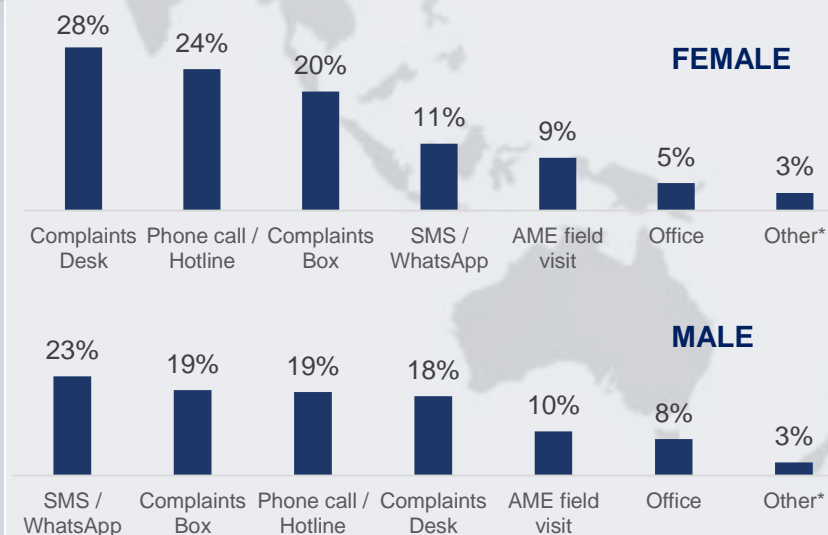
AME field visit (53%)

**EUROPE**

Phone call / Hotline (97%)

### Gender

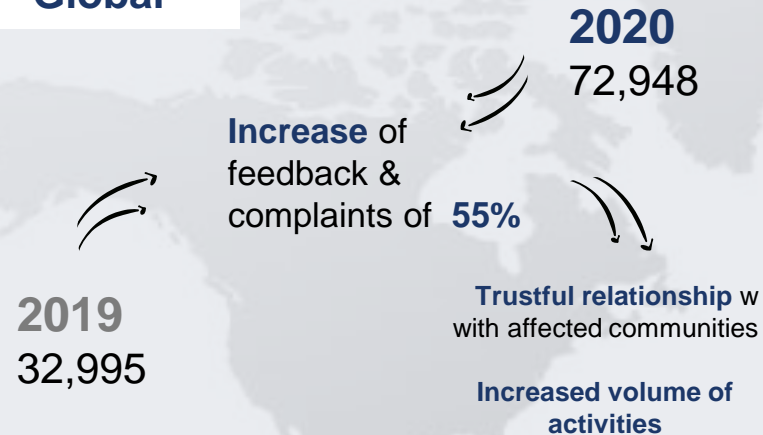
#### Variation of preferences per gender



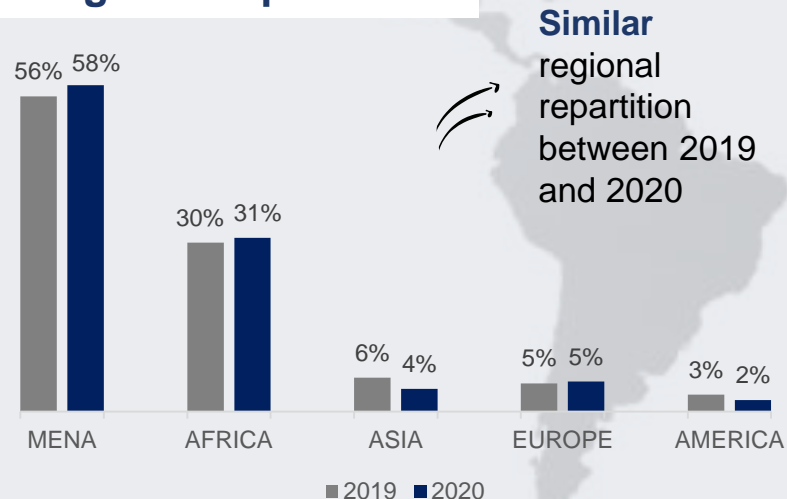
\*Referred by ACTED staff (other than AME), email, NGO referral, post and others

## Comparison 2019 – 2020 - **ACTED-related**

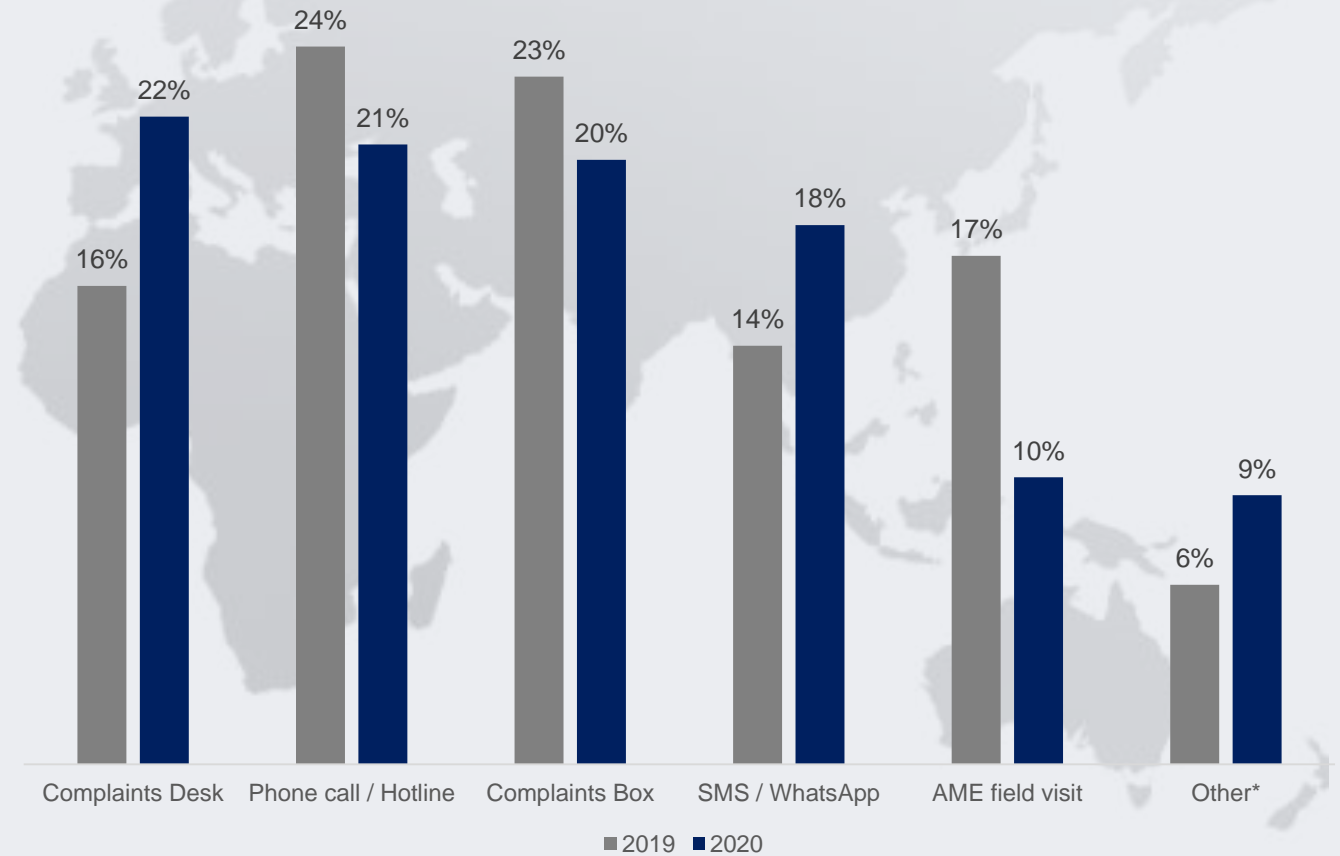
### Global



### Regional repartition



### Mostly used Communication Means



\*Other communication means: office, referred by ACTED staff (other than AME), email, NGO referral, post, others

## Comparison 2019 – 2020 - ACTED-related

### Complainants

2019  
41% female

2020  
41% female

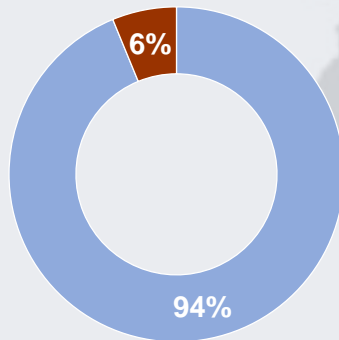
Similar complainant  
profiles with **slightly  
more** beneficiaries

2019  
38% beneficiaries

2020  
43% beneficiaries

### Complaints closure

2020



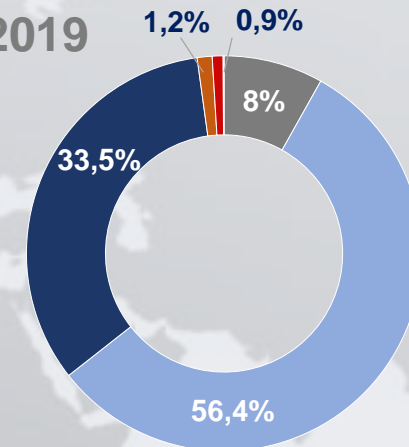
11,5 average days to  
close complaints

■ Closed ■ Pending

### Sensitivity of complaints

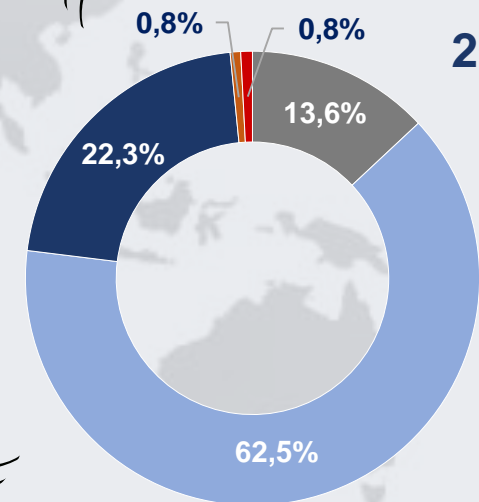
LEVEL 1 LEVEL 2 LEVEL 3 LEVEL 4 LEVEL 5

2019



Decrease of minor  
complaints (level 3)

2020



Increase of requests  
for assistance (level  
2)

\*Other Communication Means were: office, referred by ACTED staff (other than AME), email, NGO referral, post, others



# CRM Performance in 2020 (missions' self-assessment)

## Key performance indicators

### ✓ Inclusion

Communities and people affected by crisis are consulted about the communication means

### ✓ Preferences

of all demographic groups are taken into account, particularly those related to safety and confidentiality, in the design of complaints processes

### ✓ Information

is provided and understood by all target demographic groups, from community mobilization / beneficiary targeting stage onwards:

- ACTED's mandate and values
- What behavior to expect from ACTED staff
- How complaints and CRM work
- What kind of complaints can be made

### ✓ Budget

There is a specific budget in place for managing the CRM (as per ACTED global CRM procedures)

### ✓ CRM induction and workshops

All ACTED staff are provided with an induction and regular refresher workshops on the CRM mandate, core principles and minimum standards

### ✓ Training of project staff

All project staff are trained on complaints reception and handling

### ✓ Training of AME staff

All AME staff are trained on CRM management procedures

## Performance results

■ In place ■ To be improved ■ Not in place

