

Accountability towards communities 2021

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

ACTED's CRM

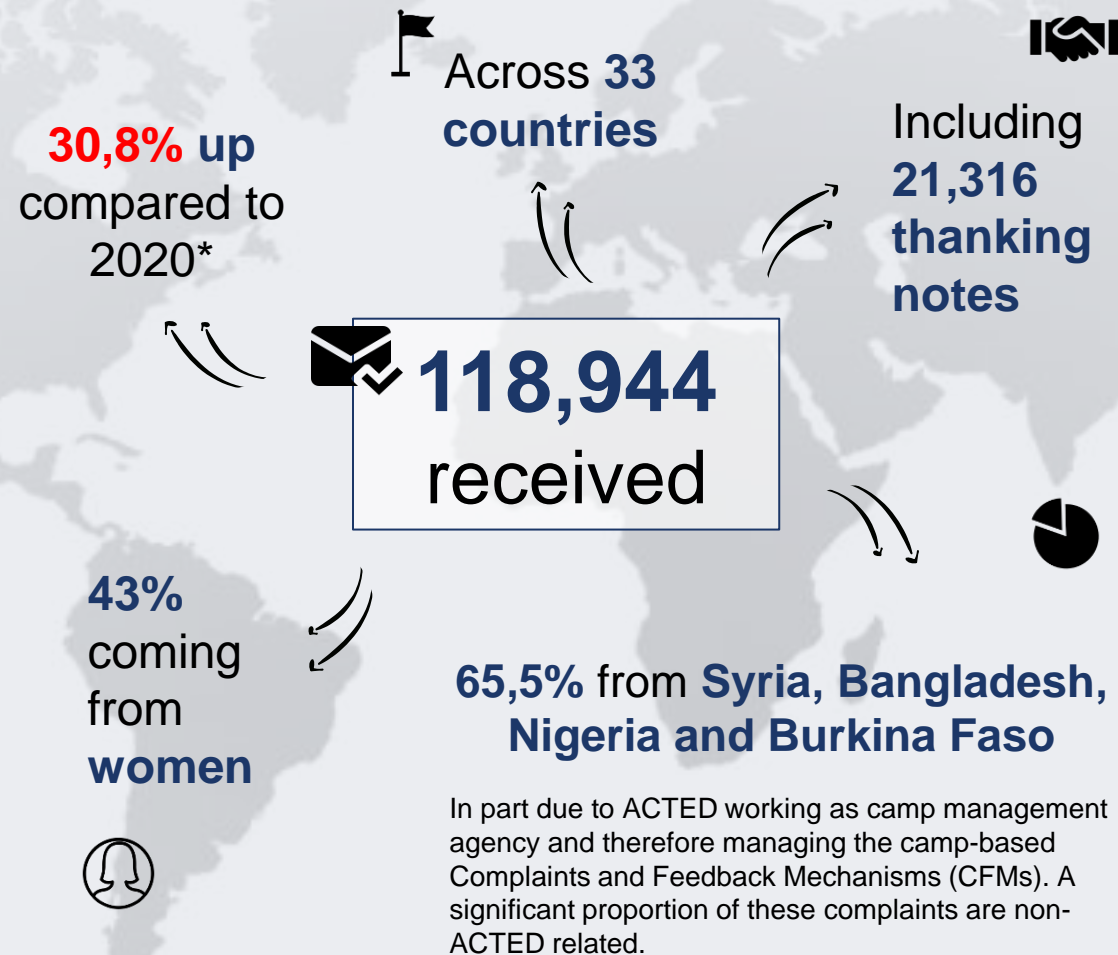
- ✓ For **communities** we work with to share complaints and feedback and receive a response
- ✓ For our **project teams** to use the feedback to improve our programming

Few / no complaints & feedback

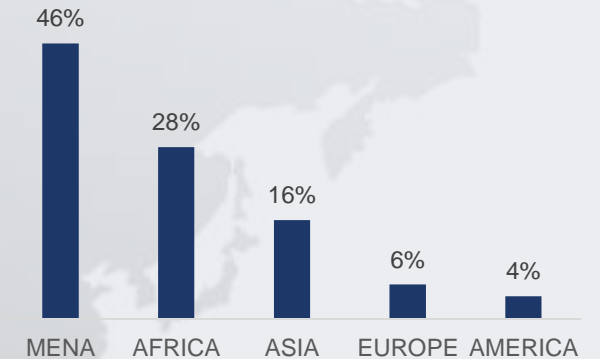
Tajikistan Uganda
Senegal Thailand

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

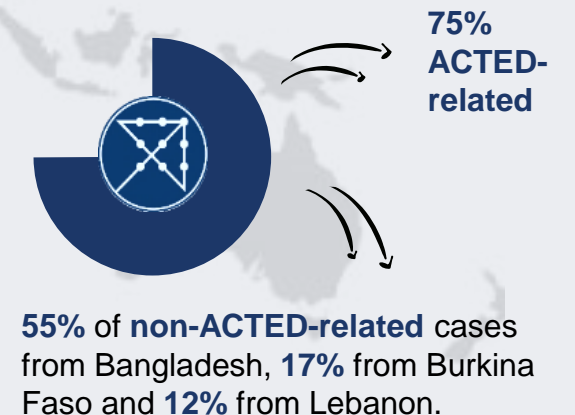
Overview – All feedback & complaints received



Regional Repartition

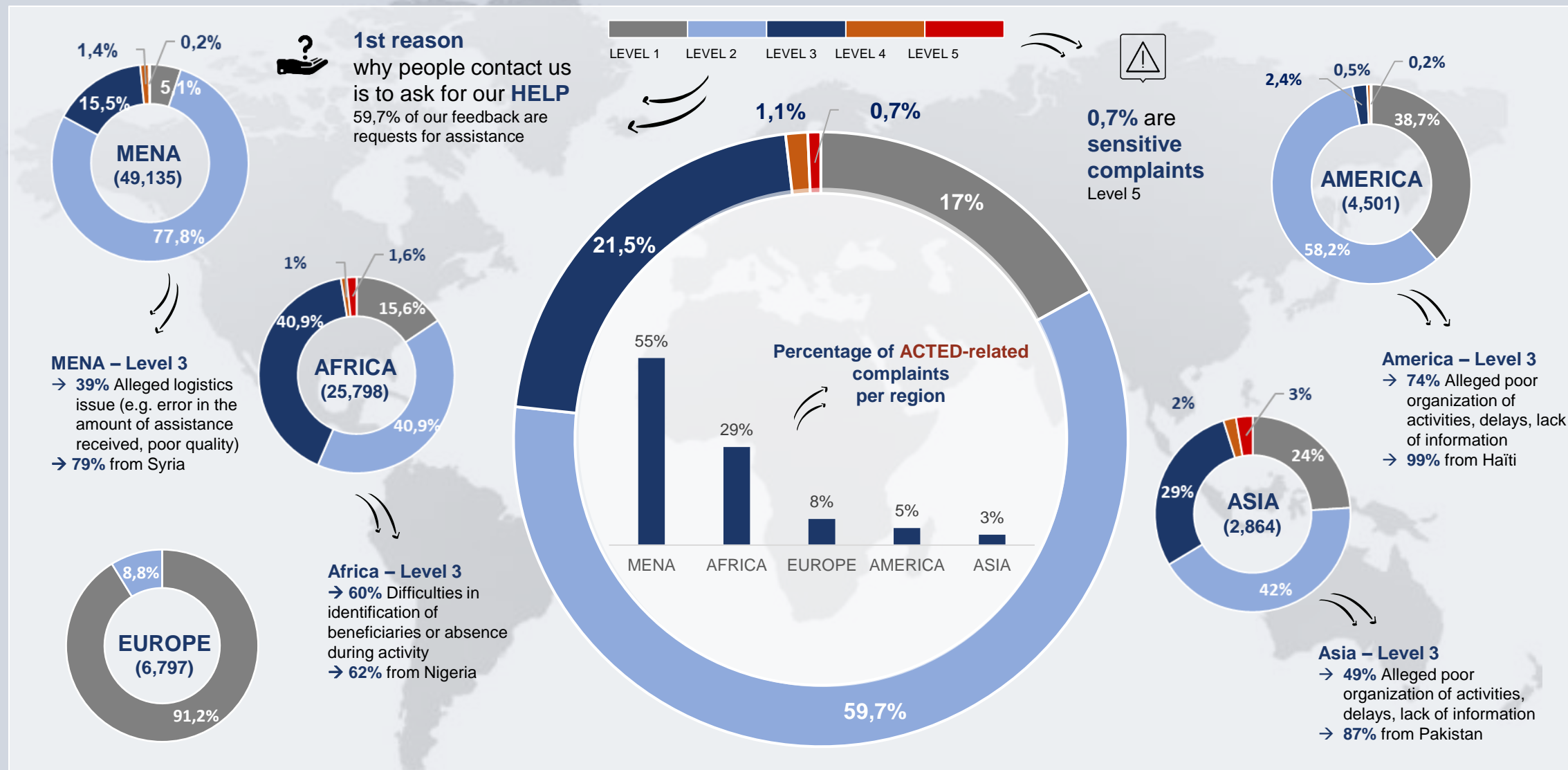


Relevance to ACTED



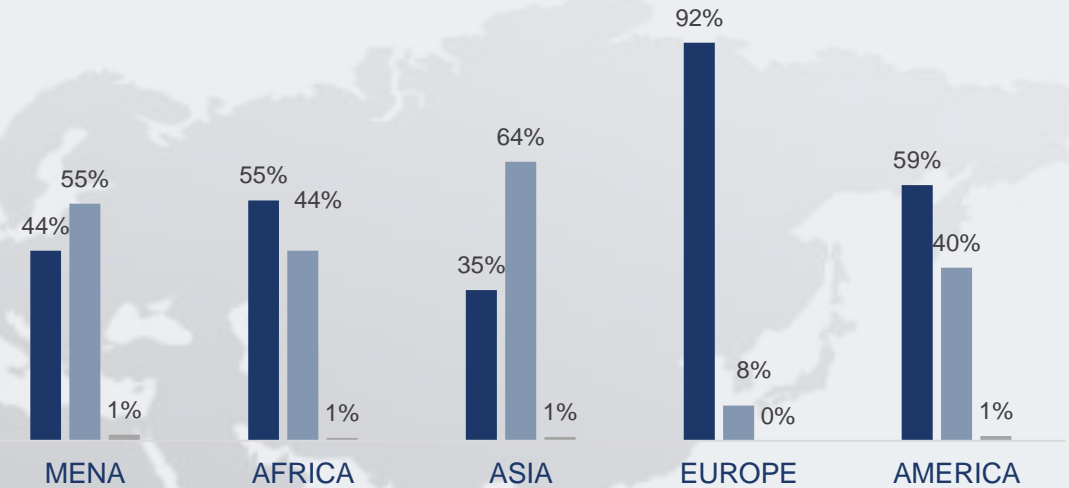
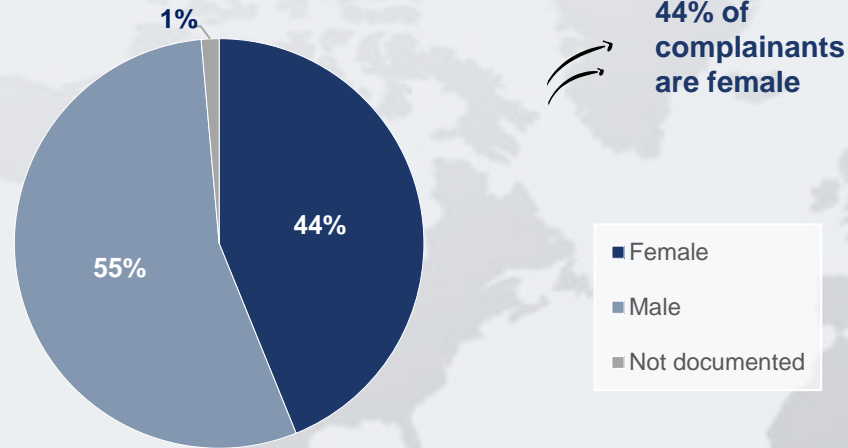
*90, 927 feedback & complaints received in 2020 (ACTED and non-ACTED related)

Types of complaints – ACTED-related

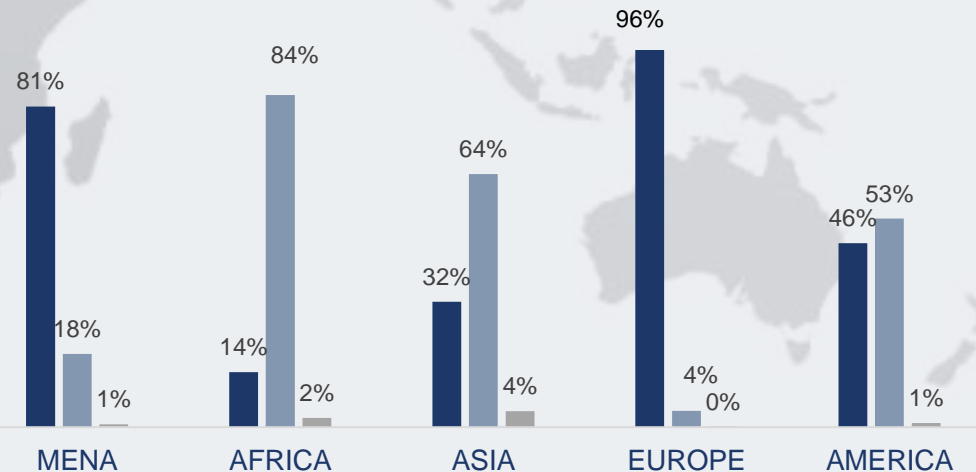
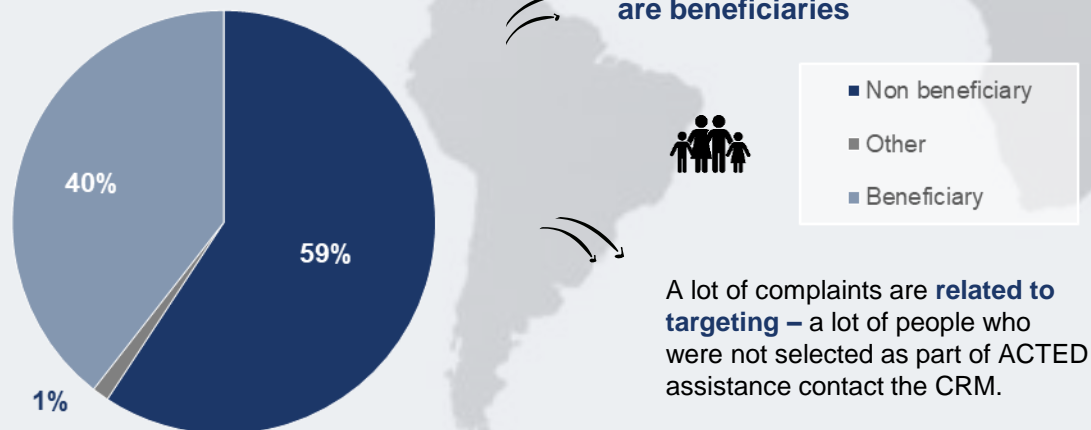


Complainants – ACTED-related

Gender of complainants



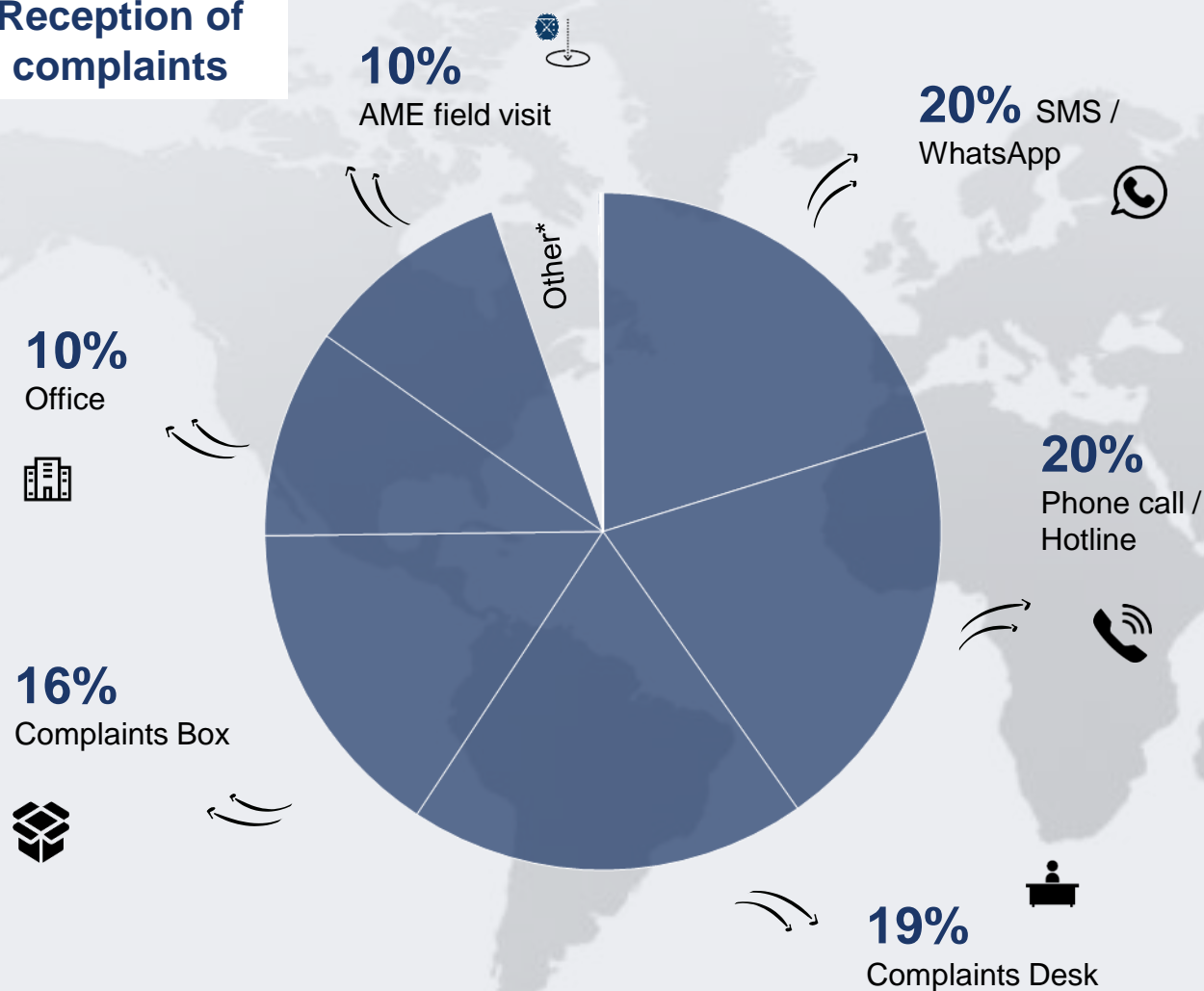
Type of complainants



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

Communication Means – ACTED-related

Reception of complaints



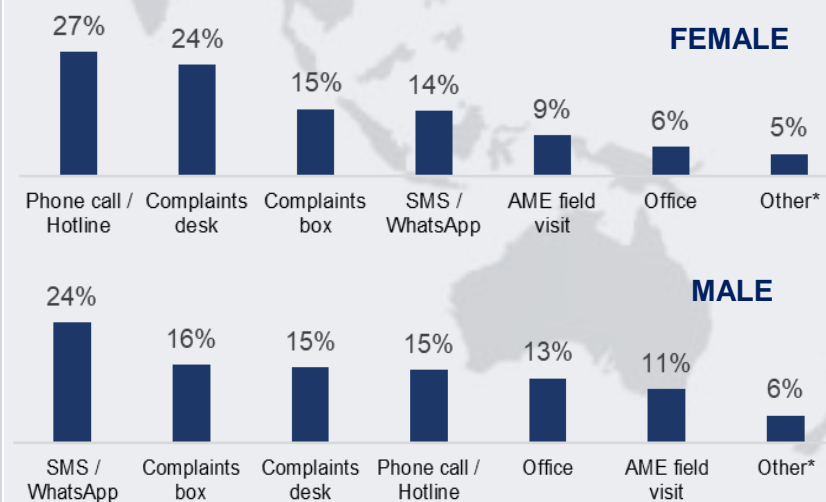
Regional

Different communication means per region

MENA	SMS / WhatsApp and Complaints Box (56%)
AFRICA	Complaints desk (55%)
ASIA	Phone call / Hotline (76%)
AMERICA	AME field visit (42%)
EUROPE	Phone call / Hotline (99,6%)

Gender

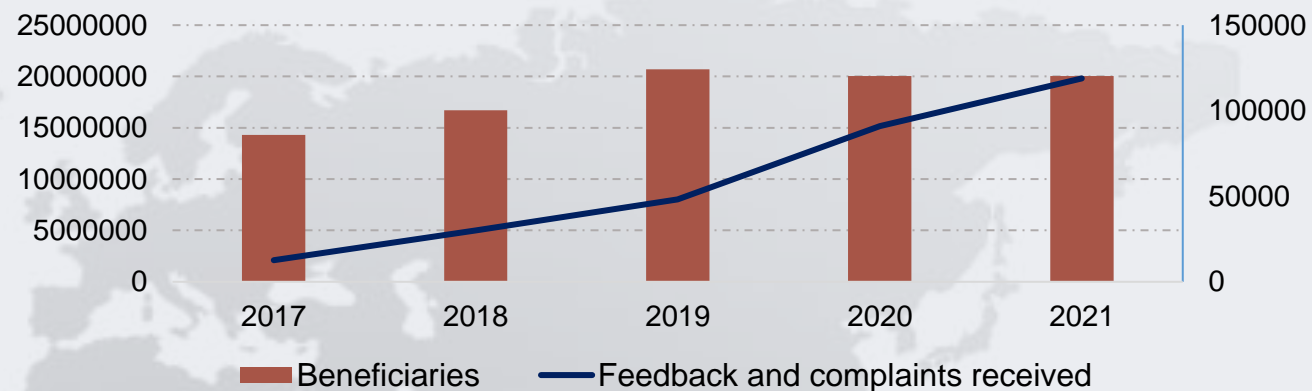
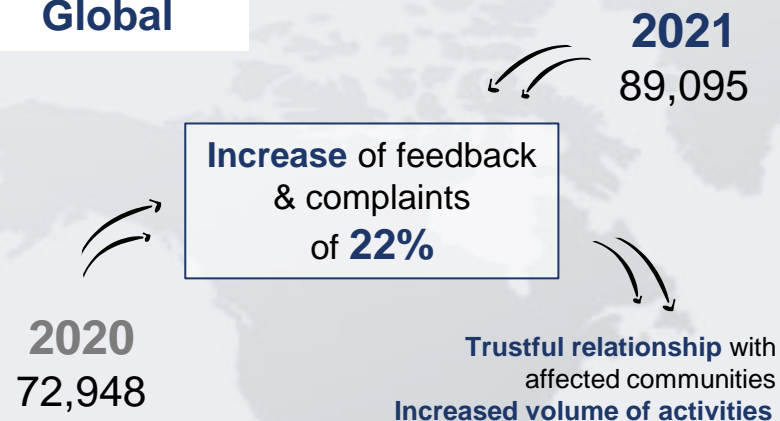
Variation of preferences per gender



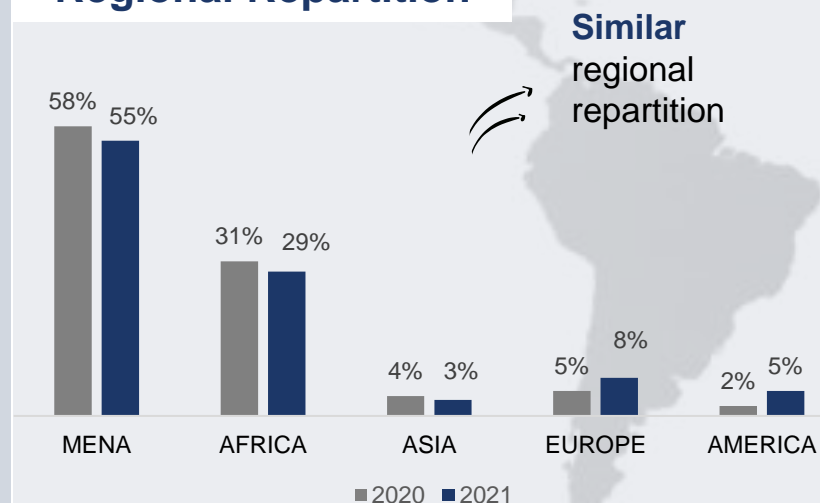
*Referred by ACTED staff (other than AME), email, NGO referral, post and others

Comparison 2020 – 2021 **ACTED-related complaints only**

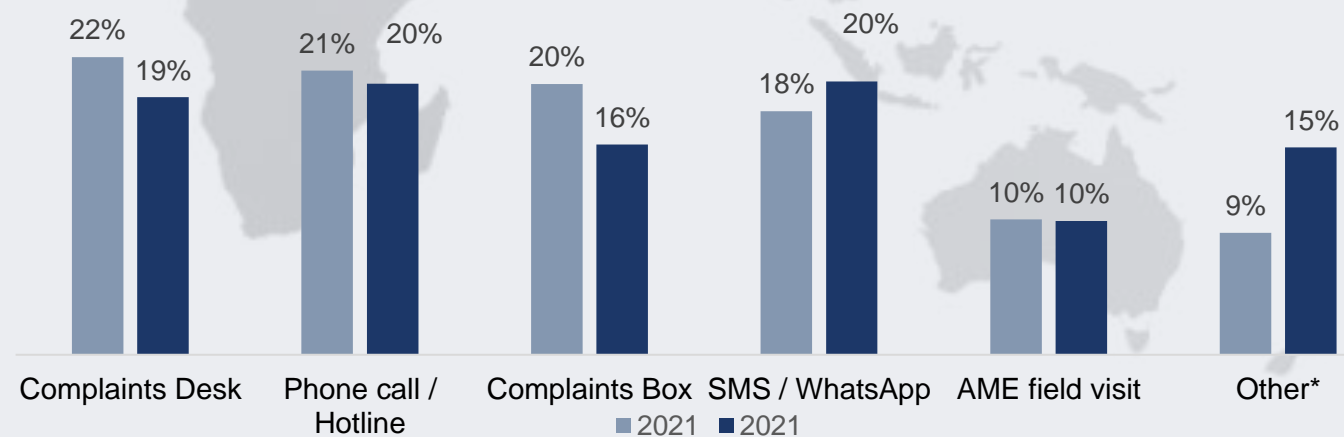
Global



Regional Repartition



Mostly used Communication Means



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

Comparison 2020 – 2021 ACTED-related complaints only

Complainants

2020
41% female

2021
44% female



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

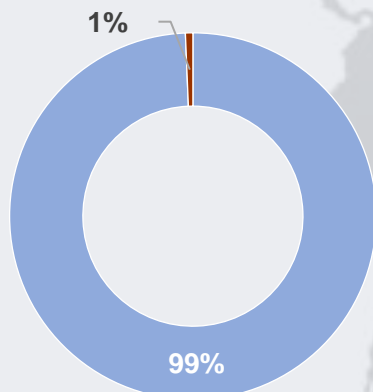
2020
43% beneficiaries

2021
40% beneficiaries



Complaints closure

2021



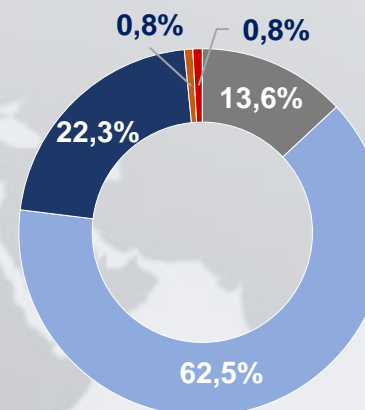
13,8 average days to
close complaints

■ Closed ■ Pending

Sensitivity of complaints

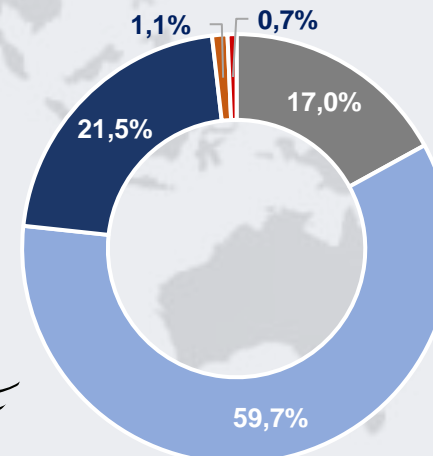


2020



Increase of requests for
information

2021



Decrease of requests
for assistance and
minor complaints
regarding the activities

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