

Country	Date complaint received	How was the complaint received?	Gender of complainant	Type of complainant	Sensitivity level	Sub-category	Detail on the sub-category	Description of the complaint/feedback	Actions taken	Was the complaint justified?	Case status	Date response provided to the complainant	Date case closed
Syria	2024-02-27	SMS / WhatsApp	Male	Beneficiary	Level 4 (Major complaint regarding the activities)	Activities putting beneficiaries/community members/environment at risk	Major environmental impact	<p>The camp manager states that there is a water drainage channel, measuring 60 cm deep and 10 meters long. This channel is in critical need of maintenance, as it poses a significant risk. The slope and current condition of the channel make it difficult and dangerous for the waste collection tractor to pass through, raising concerns about potential accidents. Additionally, residents living near the channel are understandably worried about the possibility of the tractor slipping and causing damage to their homes.</p> <p>Therefore, the camp manager requests prompt action to address this maintenance issue.</p>	Acted WASH team conducted a field visit to the camp and found the complaint to be valid. There were two sites needing sanitation works, and the WASH team conducted the required maintenance.	Justified	Closed	2024-03-27	2024-03-27
Syria	2024-05-23	Complaints desk	Male	Beneficiary	Level 3 (Minor complaint regarding the activities)	Problem in project design	Negative environmental impact (not directly life threatening)	I suffer from unpleasant odors and dirt from the ABR unit next to my house. Please solve the problem	The concrete canals near the ABR station, which were causing a bad odor, were cleaned by Acted Cash for Work (CFW) workers.	Justified	Closed	2024-05-28	2024-05-28
Syria	2024-06-24	Complaints desk	Male	Beneficiary	Level 3 (Minor complaint regarding the activities)	Problem in project design	Negative environmental impact (not directly life threatening)	I suffer from unpleasant odors and dirt from the ABR unit next to my house. Please solve the problem	The complaint remains pending as the complainant continues to contact Acted. Additionally, Acted has implemented a plan to regularly address the cleaning needs of the concrete canals.		Pending		
Syria	2024-07-10	Complaints desk	Male	Beneficiary	Level 3 (Minor complaint regarding the activities)	Problem in project design	Negative environmental impact (not directly life threatening)	The smell of the dumpsite is very annoying on hot days and the waste is not buried. Please help us and find a solution for us	Acted Cash for Work (CFW) workers covered the garbage at the dumpsite with a layer of soil, reducing the bad smell and resolving the issue.	Justified	Closed	2024-07-21	2024-07-21
Somalia	2024-07-31	Phone call / Hotline	Male	Beneficiary	Level 3 (Minor complaint regarding the activities)	Problem in project design	Negative environmental impact (not directly life threatening)	Swales have been destroyed by rain	Acted field team conducted a site visit to assess damages. They observed sedimentation had led to some of the soil from the edges of the swales to fall, and completed repairs on the swales by creating water-entering slopes.	Justified	Closed	2024-07-31	2024-07-31
Somalia	2024-07-31	Phone call / Hotline	Male	Beneficiary	Level 3 (Minor complaint regarding the activities)	Problem in project design	Negative environmental impact (not directly life threatening)	Swales have been destroyed by rain	Acted field team conducted a site visit to assess damages. They observed sedimentation had led to some of the soil from the edges of the swales to fall, and completed repairs on the swales by creating water-entering slopes.	Justified	Closed	2024-07-31	2024-07-31
Syria	2024-08-11	SMS / WhatsApp	Male	Beneficiary	Level 3 (Minor complaint regarding the activities)	Problem in project design	Negative environmental impact (not directly life threatening)	<p>We complain that a contractor or his son has placed their garbage transport vehicles from 12:00 noon until 7:00 am the next day behind my caravan and my neighbors' caravans, which causes physical harm by transmitting diseases and spreading insects, and moral harm as it is an offensive sight to public morals and ethics. We have repeatedly asked him to change its location to ensure the solution to the problem, but he has not responded to our demands, we have previously provided you with photos and documents and filed complaints, and you promised us a solution, but the situation remains the same until this moment. (WASH)</p>	<p>Two camp residents own vehicles used for garbage collection and transportation, however, they are not contracted with Acted to collect and transport garbage in the camp. This complaint is not related to Acted activities.</p> <p>Any complaints or concerns regarding this issue must be addressed between the residents on the one hand and camp administration on the other hand, as we do not have the authority to prevent any beneficiary from parking their vehicles inside the camp.</p>	Unverified	Closed	2024-08-21	2024-08-21