

Country	Date complaint/feedback received	How was the complaint/feedback 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/feedback justified?	Case status	Date response provided to the complainant	Date case closed
Ukraine	2025-01-24	Phone call / Hotline	Female	Beneficiary	Level 4 (Major complaint regarding the activities)	Activities putting beneficiaries/community members/environment at risk	Problem with Acted assistance, leading to harming beneficiaries/community	<p>Approximately in late November - early December, a beneficiary received briquettes from Acted. After using them, she noticed a strange acrid smell. This made her feel sick, she started to feel nauseous and had a burning sensation in her eyes. She went to the hospital, where, according to the beneficiary, the doctor suggested that she had been poisoned by toxins.</p> <p>The briquettes she stored in the barn also gave off a smell that spread to the firewood. Because of this, she cannot heat her house with this firewood.</p> <p>The house also absorbed the smell, and the complainant has already removed the wallpaper and carpets, but it did not help.</p> <p>She requests that Acted pay compensation in the amount of UAH 20,000 for the purchase of firewood.</p>	<p>Acted organized a post-distribution monitoring (PDM) survey for other beneficiaries from the same settlements to receive their feedback on the activity. The same complainant was reached in the PDM surveying and reported the following:</p> <p>The briquettes were of poor quality and emitted a strong, harmful odor. She explained that after using five pieces in the stove, she felt unwell the next morning. When beneficiary visited a doctor, she was informed that her symptoms can be caused by toxic fumes. She expressed regret about accepting this assistance, explaining that other residents of the village had received briquettes made from sunflower materials, which were of good quality and did not produce harmful emissions or strong odors. In contrast, she said, the briquettes she had received contained both corn and sunflower and were of very poor quality and unsuitable for use.</p> <p>According to the PDM result in the complainant's oblast, 98% were satisfied or very satisfied with the quantity of a solid fuel and just 2% (1 respondent - the complainant), expressed complete dissatisfaction due to the fact that "briquettes have unpleasant smell and dangerous vapors".</p> <p>Taking into account all data received across all oblasts included in the PDM survey, a total of 200 respondents were surveyed across all locations. 96% of the respondents were very satisfied with the quality of the received solid fuel. And 2% (4 respondents) were dissatisfied or very dissatisfied. In addition to the above beneficiary, 3 more negative comments were received, specifying that the briquettes "scattered" easily. Because the vast majority of beneficiaries reported satisfaction with the briquettes, the complaint was considered to be unjustified.</p>	Not justified	Closed	2025-02-12	2025-02-12
Afghanistan	2025-02-18	Email	Unknown	Third party WITHOUT link to project	Level 4 (Major complaint regarding the activities)	Activities putting beneficiaries/community members/environment at risk	Major environmental impact	<p>1. A 10-year-old tree was cut down by the office representative, reportedly due to its shadow falling on the office window.</p> <p>2. A coal stove has been installed in the office, producing high levels of smoke that negatively impact the environment and nearby residents.</p> <p>The complainant said that these actions contradict the principles of environmental sustainability and community well-being that Acted stands for and requests Acted's immediate attention to address these issues and ensure that such practices are not repeated.</p> <p>As an advocate for the region, the complainant believes that preserving trees and reducing environmental harm are essential for the well-being of the community and future generations. They trust that Acted will take the necessary steps to rectify this situation and promote environmentally responsible practices.</p>	<p>Acted ceased the use of coal and transitioned to use of firewood and electric stoves.</p> <p>Two additional tree saplings were also planted in the office yard.</p>	Justified	Closed	2025-02-26	2025-02-26