

Accountability towards communities 2024

Acted's confidential & secure Feedback Mechanism (AFM)

Objectives of the AFM

- ✓ Keeping Acted accountable to the populations we serve by ensuring that community members can share complaints, comments, and feedback on our work, in a safe, appropriate and accessible way
- ✓ Closing the feedback loop, by providing timely responses to feedback and complaints received
- ✓ Channeling community complaints, feedback and suggestions into corrective action for ongoing projects, to improve our programming
- ✓ Feeding AFM data back into future programme design, to strengthen programme quality

Overview – All feedback & complaints received

2.3% increase
compared to 2023*

In part due to standardization of AFM visibility and awareness as well as more generally the consistent volume of operations by Acted compared to 2023.

Across
36 countries



Including
37,244
thanking
notes

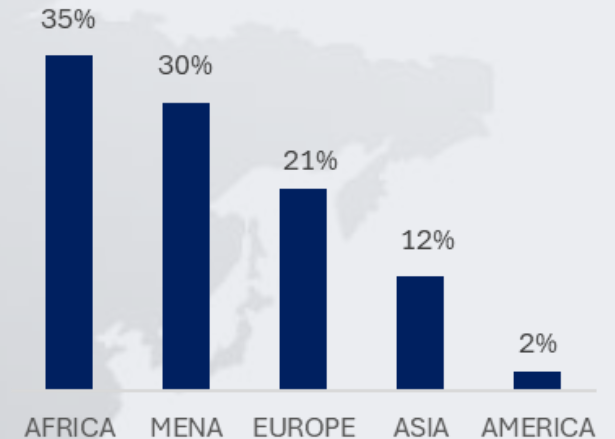
135,043
received

55%
coming
from
women

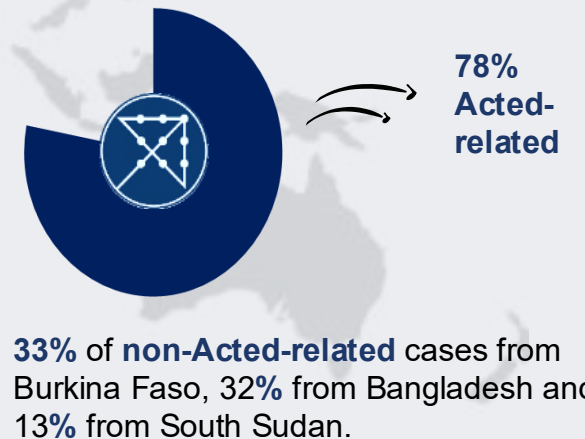
56% from Syria, Ukraine and Burkina Faso

Within our CCCM programming, Acted manages the camp-based Complaints and Feedback Mechanisms (CFMs) in Syria and Burkina Faso – collecting feedback from all camp residents. Additionally, Ukraine's Multi-Purpose Cash Transfer programme accounts for a significant volume of feedback in-country.

Regional repartition



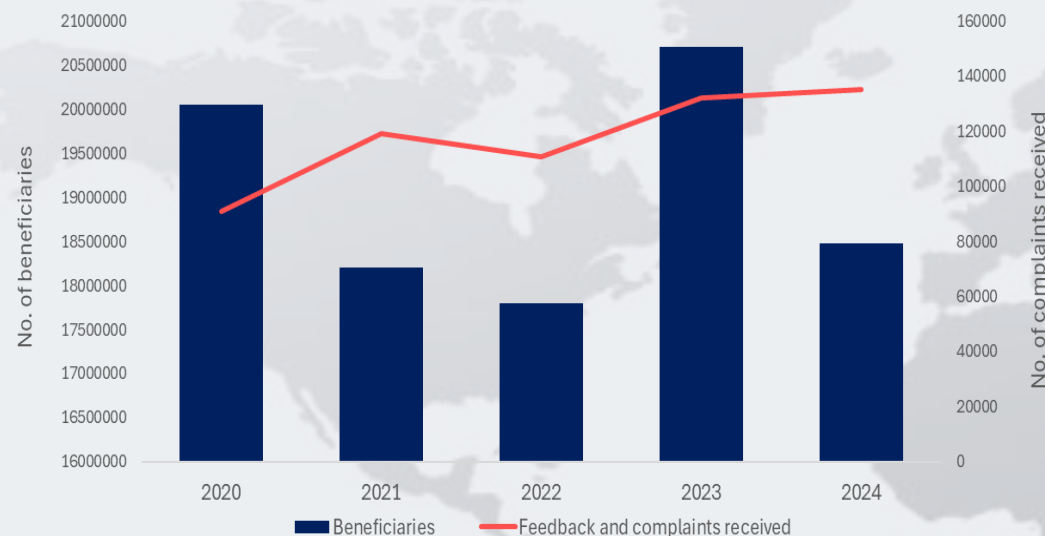
Relevance to Acted



*132,044 feedback & complaints received in 2023 (Acted and non-Acted related)

Overview – All feedback & complaints received

AFM trends over five years



Over the past five years, the AFM has grown in size and functionality at HQ and mission level. The following **key developments** occurred between 2020 and 2024:

- Acted increased its number of countries of operation from 38 to 43.
- A new Accountability Officer staff position was created at HQ in 2021 to better accommodate the growing coordination and implementation needs of the AFM between HQ and missions.
- In 2022, the online CORE platform was created to facilitate the registering and management of a growing volume of complaints in a centralized system.
- The TCI unit at HQ expanded its expertise in sensitive complaint management. In 2021, Transparency received 91 alerts of Acted-related Level 5 complaints via the AFM. In 2024, Transparency received 277 Acted-related alerts, leading to 54 investigations.

Missions receiving little or no feedback

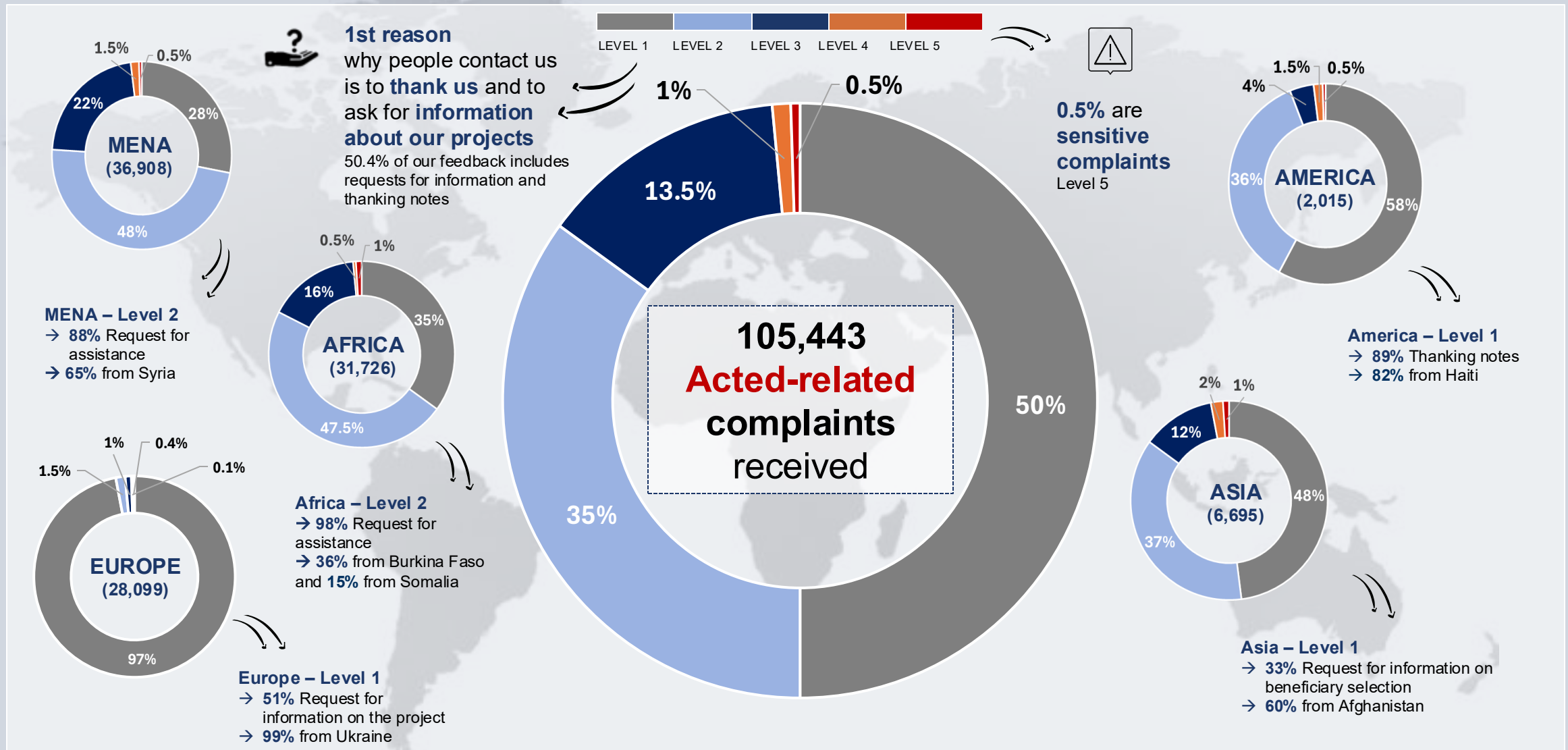
Country	Volume Feedback received in 2024	No. of beneficiaries in 2024
Philippines	137	706,371
Sri Lanka	127	38,577
Jordan	124	141,678
Ethiopia	122	823,198
Uzbekistan	92	11,315
Iraq	19	0
Kyrgyzstan	17	548,154
Tajikistan	12	620,603
Uganda	7	1,293

The **Kyrgyzstan**, **Tajikistan** and **Uzbekistan** missions have conducted recent analysis using the AFM Diagnostic Tool that suggests a low average of AFM awareness amongst beneficiaries (under 50%) could be contributing to the low number of complaints. In 2024, the Central Asia missions explored new strategies to collect feedback, such as through focus group discussions (FGDs) to encourage participation in the AFM and meet the needs of beneficiaries. As a result, the annual number of complaints received by the missions more than doubled (56 complaints in 2023 and 121 complaints in 2024).

Ethiopia is a fairly new mission that focuses on humanitarian response. This mission works alongside WFP (which implements its own feedback mechanism), and receive few referrals to the AFM.

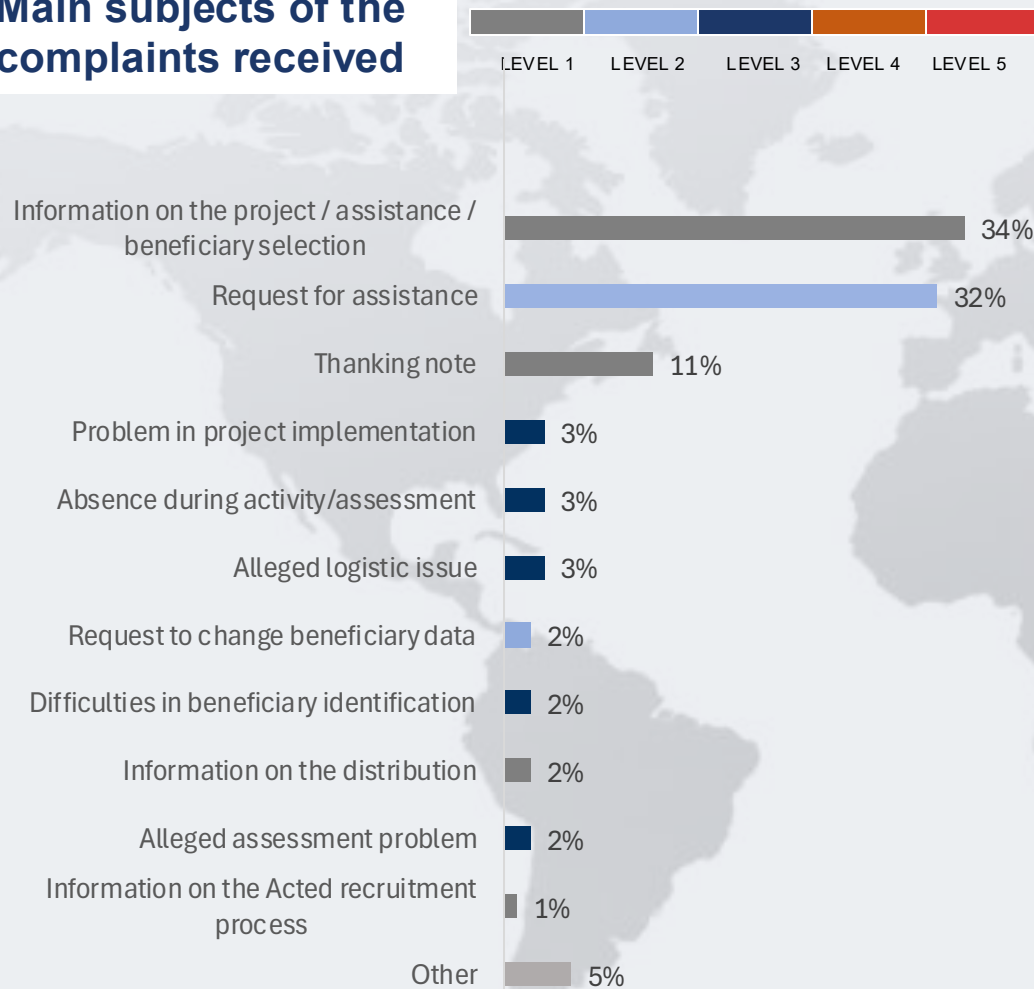
Philippines, **Jordan**, **Sri Lanka**, **Iraq** and **Uganda** are all small missions, that focus on development programs with minimal emergency response. Hence, there tend to be lower beneficiary numbers and fewer sensitive activities (e.g. cash distribution).

Types of complaints – Acted-related



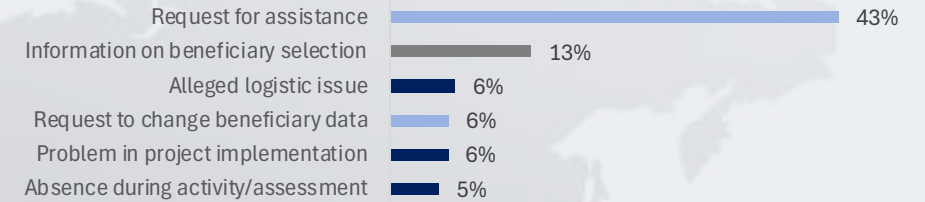
Details on the types of complaints – Acted-related

Main subjects of the complaints received

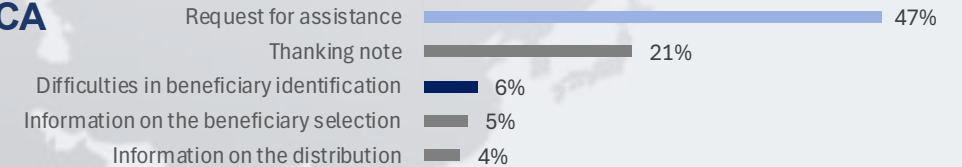


Main subjects of complaints received per area

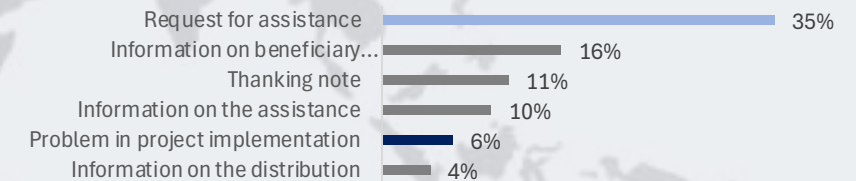
MENA



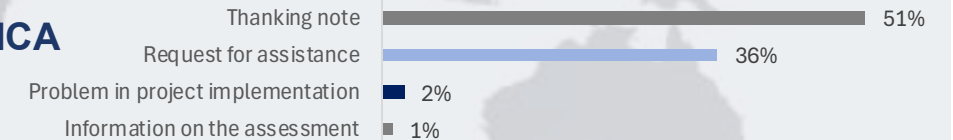
AFRICA



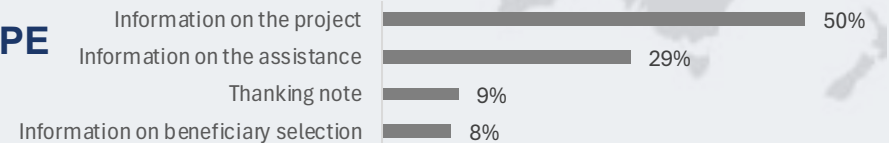
ASIA



AMERICA

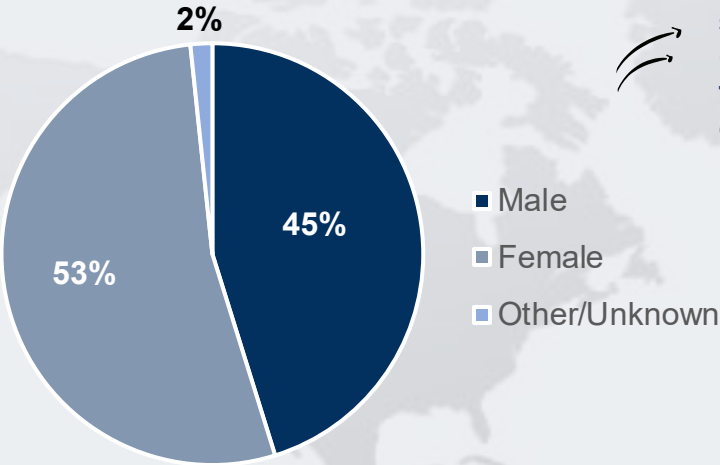


EUROPE

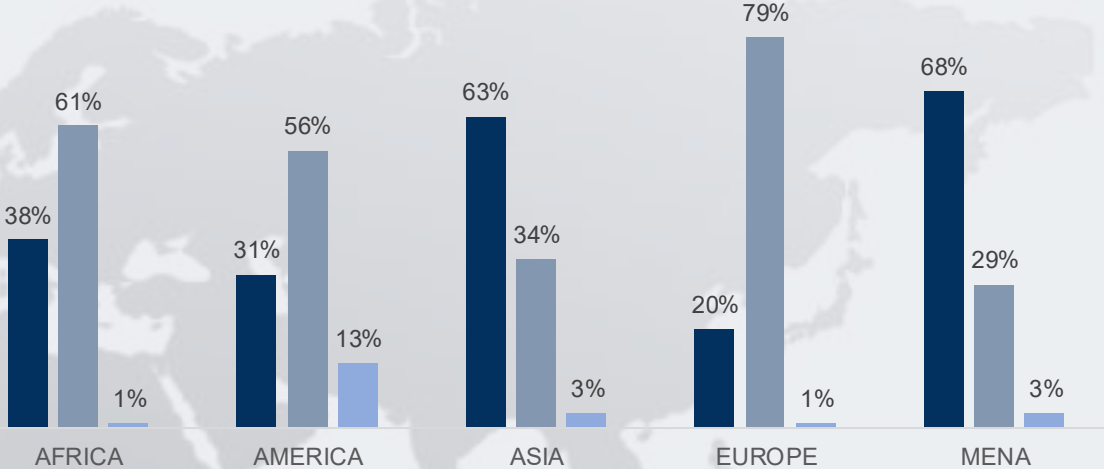


Complainants – Acted-related

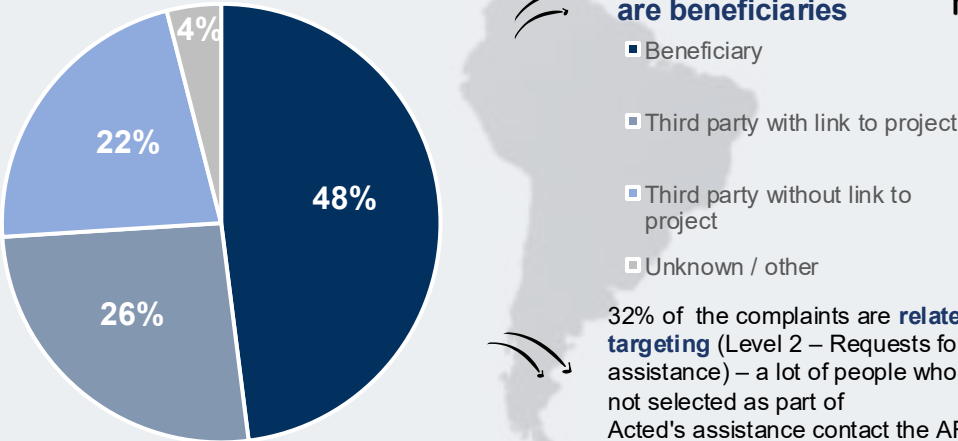
Gender of complainants



There is a slight majority (53%) of female users of the AFM



Type of complainants

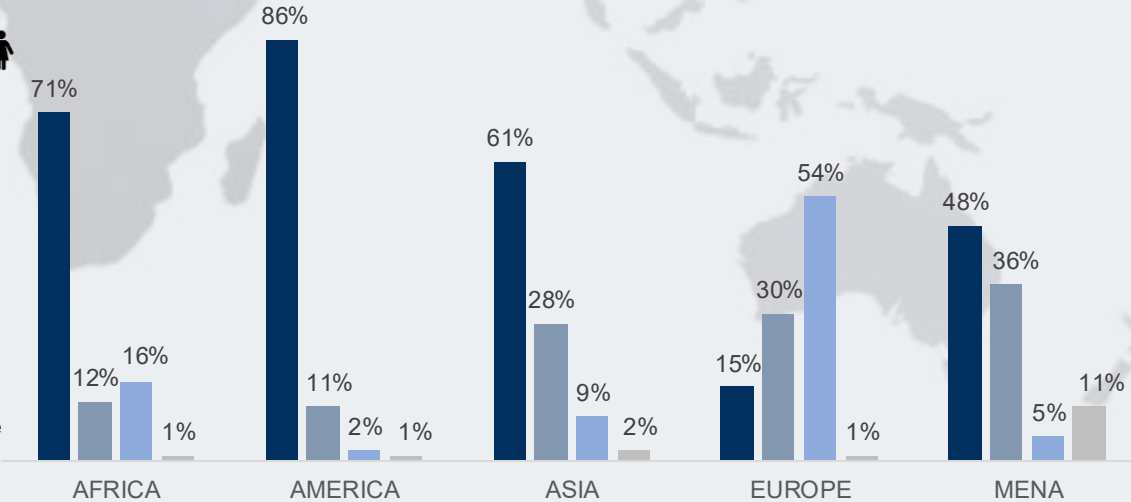


48% of complainants are beneficiaries



- Beneficiary
- Third party with link to project
- Third party without link to project
- Unknown / other

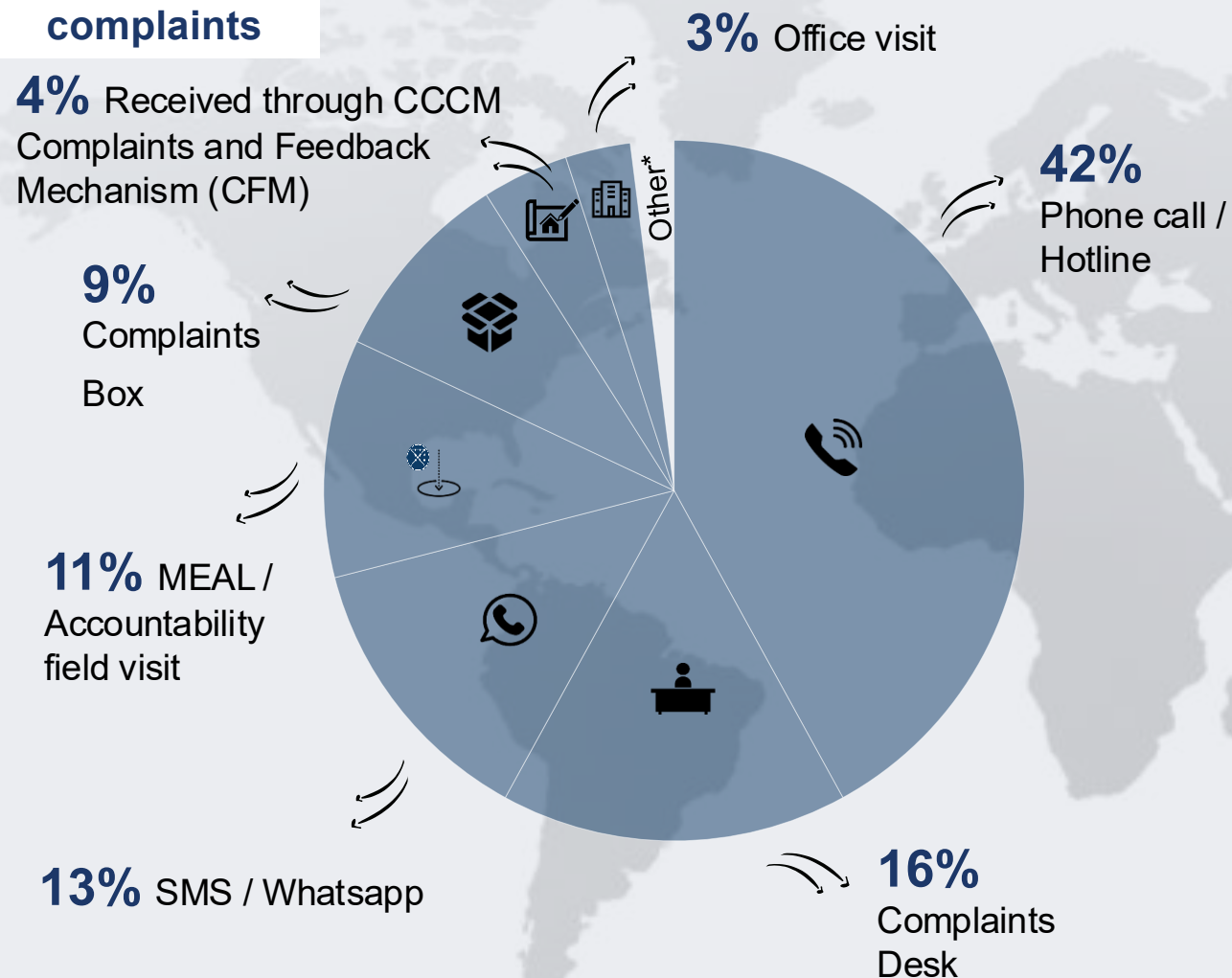
32% of the complaints are **related to targeting** (Level 2 – Requests for assistance) – a lot of people who were not selected as part of Acted's assistance contact the AFM.



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

Communication means – Acted-related

Reception of complaints



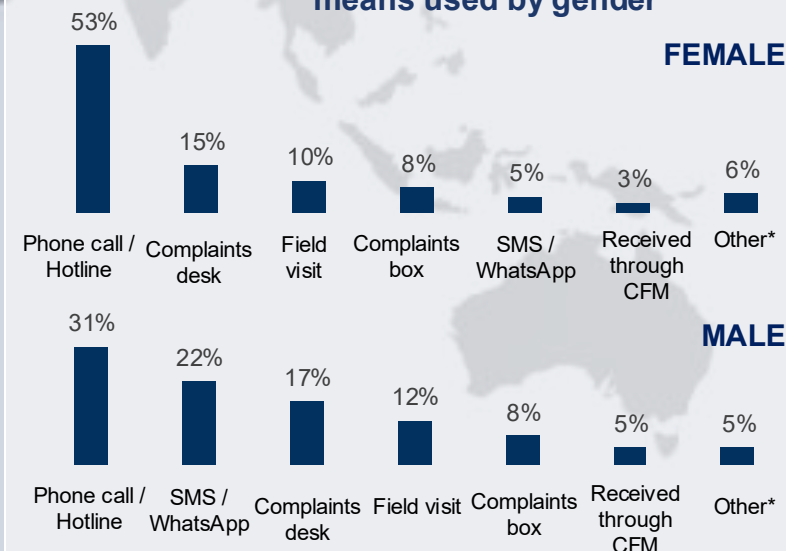
Regional

Most commonly used communication means per region

MENA	SMS / WhatsApp (37%) & Complaints desk (19%)
AFRICA	Phone call / Hotline (34%) & Complaints desk (27%)
ASIA	Phone call / Hotline (51%) & Complaints box (19%)
AMERICA	Complaints box (42%) & Field visit (21%)
EUROPE	Phone call / Hotline (93%)

Gender

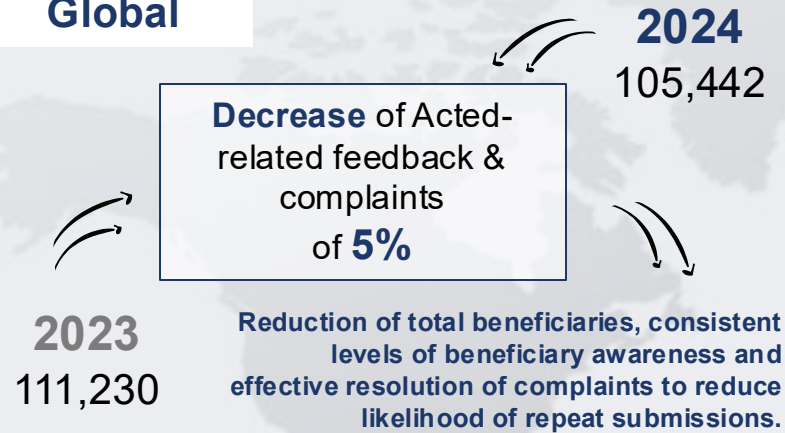
Prevalence of communication means used by gender



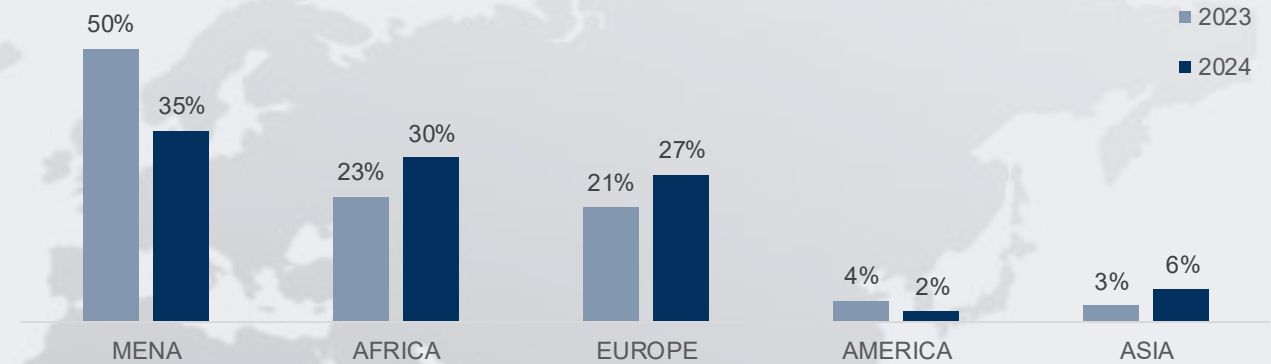
*2% : Referred by Acted staff (other than MEAL), email, NGO referral, social media, post and other.

Comparison 2023 – 2024 **Acted-related complaints only**

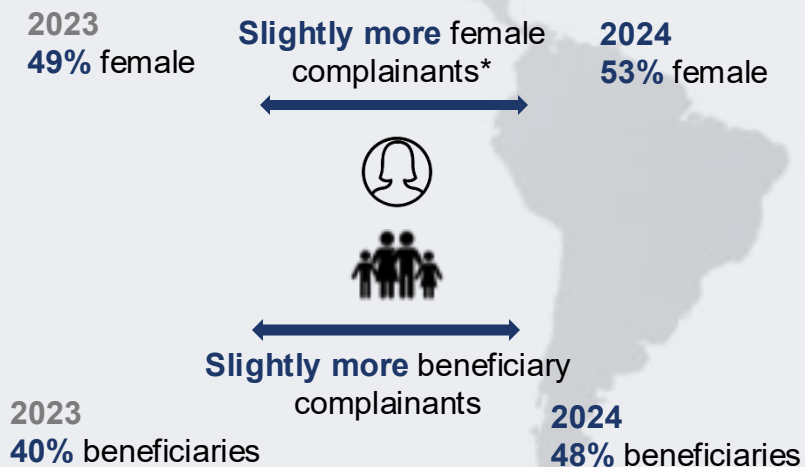
Global



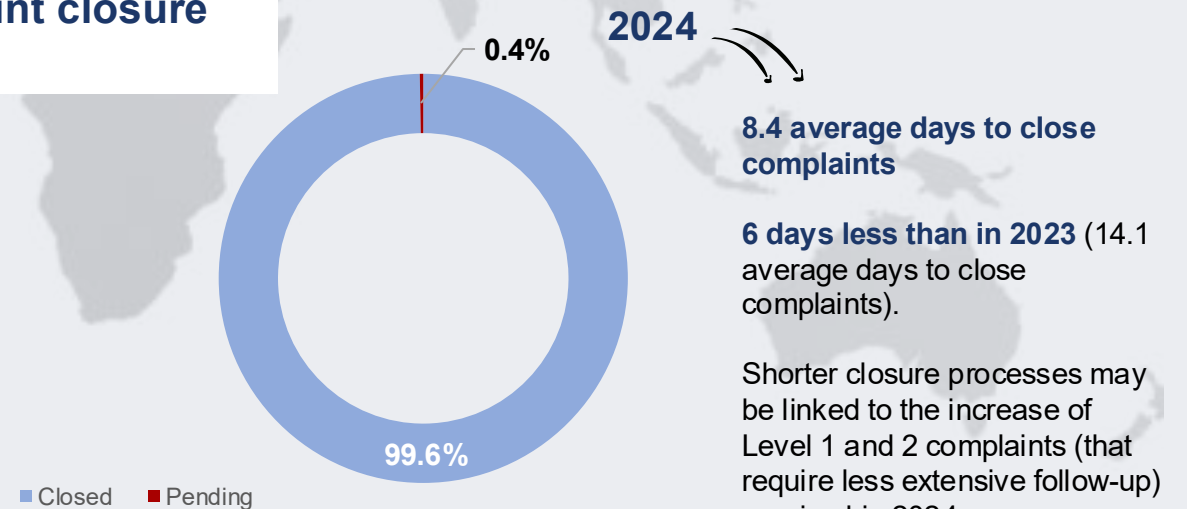
Regional repartition



Profile of complainants



Complaint closure status



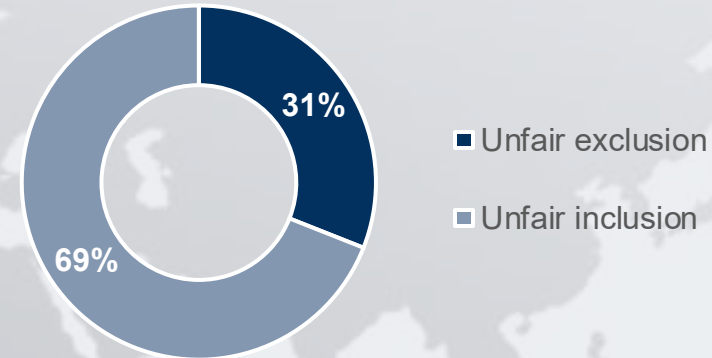
*This is an ongoing positive trend. Female participation in the AFM also grew from 47% in 2022 to 49% in 2023.

Focus on Level 4 complaints – Acted-related

785 Level 4 complaints received

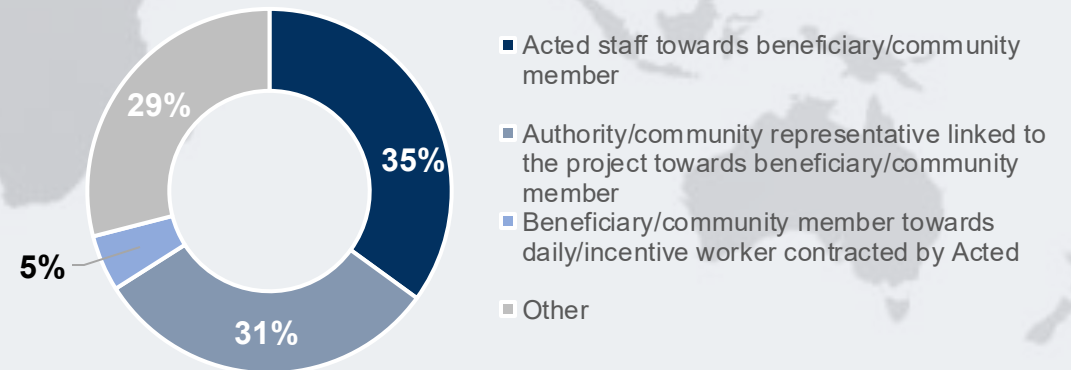
56% Alleged irregular or biased selection process (439)

- Mostly registered in **Syria** (301) and **Afghanistan** (62)



17% Alleged misbehaviour (other than SEAH, and other than child ill-treatment or negligence) (135)

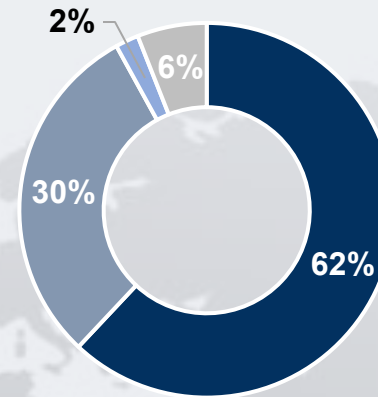
- Mostly registered in **Syria** (60), and **Afghanistan** (30)



Focus on Level 4 complaints – Acted-related

14% Activities putting beneficiaries/community members/environment at risk (107)

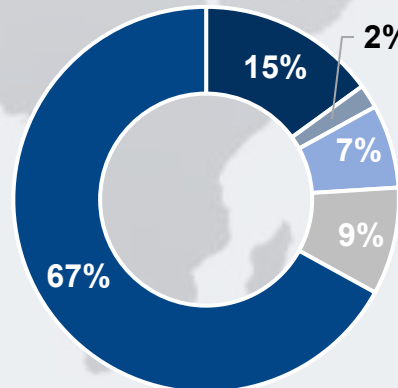
- Mostly registered in **Syria** (67) and **Somalia** (23)



- Problem with Acted assistance, leading to harming beneficiaries/community
- Activity triggering tensions/threats within the community/between villages
- Major environmental impact
- Other

9% Security-related issues (67)

- Mostly registered in **South Sudan** (40) and **Syria** (13)



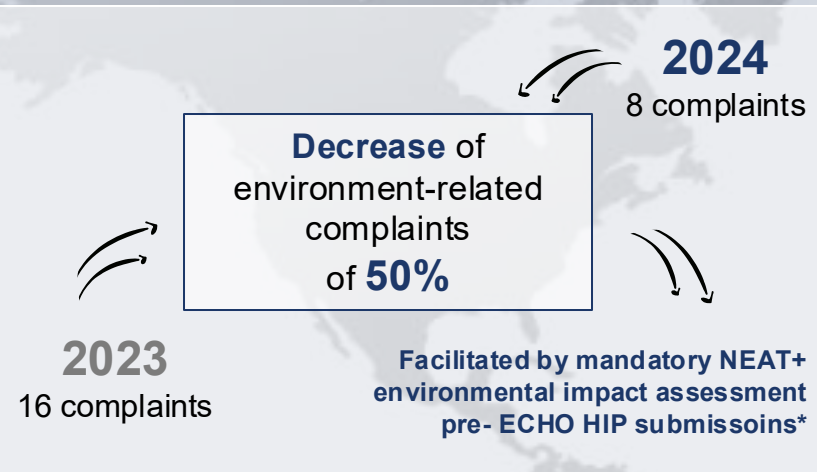
- Threats to Acted staff or premises
- Military presence around the intervention site
- Dangerous animals
- Physical harm to beneficiaries
- Other

4% Other (37)

- Mostly registered in **Syria** (32)

Focus on Environment-related complaints – **Acted-related**

8 Environment-related complaints received



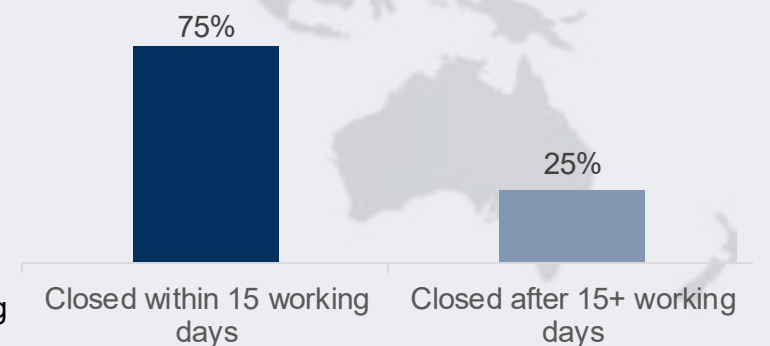
0.01% of total Acted-related feedback

➤ Registered in **Syria** (6) and **Somalia** (2)

11.3 average days to close complaints

3 days less than in 2023 (14.6 average days to close environment-related complaints).

Shorter closures may be linked to the enhanced programmatic learning for WASH programs in Syria after responding to 2023 environment-related complaints.



*In 2024, Acted has systematically mainstreamed environmental risk analysis and mitigation measures into program designs