

| Field Office | Date complaint/feedback received | How was the complaint/feedback received?  | Gender of complainant | Type of complainant                 | Description of the complaint/feedback                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Sensitivity level                                  | Sub-category                                                           | Detail on the sub-category                                                | Actions taken                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Evidence of follow-up                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Was the complaint/feedback justified? | Case status | Date response provided to the complainant | Date case closed |
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| South Sudan  | 2025-08-11                       | Referred by Acted staff (other than MEAL) | Male                  | Third party WITHOUT link to project | The complainant stated that Acted's road construction had already damaged his maize on one side of the road. He then expressed concern that Acted intended to damage the maize on the other side as well, and he did not want to suffer a second loss.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Level 3 (Minor complaint regarding the activities) | Problem in project design                                              | Negative environmental impact (not directly life threatening)             | The complainant was initially consulted by Acted regarding the construction of a road that would impact his maize field, and he gave his consent. However, community leaders later informed Acted that, due to a sharp bend in the constructed road, an alternative route would be necessary. It was at this point that the complainant submitted a complaint. Program staff then clarified to him that no further construction would take place through his maize field. | The contractors did not proceed with any additional road construction through the maize field.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Justified                             | Closed      | 2025-08-11                                | 2025-08-11       |
| Yemen        | 2025-09-30                       | Phone call / Hotline                      | Male                  | Beneficiary                         | <p>A complaint was submitted regarding the children's learning shelter that was established by Acted around the end of 2024. The complainants stated that the shelter was not completed properly as it lacks a concrete foundation and was placed directly on rocks and bare ground. The inside floor remains covered with soil and many stones, creating unsafe conditions that may cause harm to the children attending classes.</p> <p>The complainants expressed their concern about this situation and requested Acted to urgently complete the rehabilitation by providing a proper concrete base to ensure the shelter is safe and suitable for children's learning. They also attached photos showing the difficulties children are facing while studying inside the shelter.</p> <p>Photos were provided to show the suffering of children while studying inside the shelter.</p> | Level 4 (Major complaint regarding the activities) | Activities putting beneficiaries/community members/environment at risk | Problem with Acted assistance, leading to harming beneficiaries/community | Reporting the complaint to the Snr MEAL and CD.                                                                                                                                                                                                                                                                                                                                                                                                                           | Acted assigned engineers to visit the site and prepare a technical report on the classroom's condition. The findings showed that the classroom was properly constructed and functional, and was being used for teaching. The only pending work was the casting of a plain concrete floor. Community committee members volunteered to complete the flooring as a community contribution, collecting funds for materials (similar initiatives were successfully completed in other sites). No immediate risk was identified, and the case will remain monitored by Acted for any support needs. Acted has also made a note to include this task in future maintenance or site improvement activities. | Justified                             | Closed      | 2025-09-30                                | 2025-10-15       |