

Country	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
Syria	2026-03-25	SMS / WhatsApp	Male	Third party WITH link to project	Garbage was collected from the street and placed in front of my house by the organization's workers	Level 3 (Minor complaint regarding the activities)	Problem in project design	Negative environmental impact (not directly life threatening)	Staff visited the site and met with the complainant. It was confirmed that the dumped garbage resulted from an individual action by one of the Cash-for-Work workers. An apology was extended to the complainant. The team coordinated with the municipality to ensure the removal of the garbage, and full removal was confirmed through communication with the complainant.	Email	Justified	Closed	2026-04-15	2026-04-15