



ADRA Denmark Complaints Report 2021

Table of Content

About the report.....	1
Principles of complaints mechanism.....	1
Executive Summary	1
Complaints received in 2021	2
Denmark	2
Syria	2
Yemen.....	2
South Sudan.....	3
Sudan.....	3
Ethiopia.....	4
Uganda.....	4
Tanzania.....	4
Focus areas for 2022	5

About the report

ADRA Denmark recognises the importance and value of listening and responding to concerns and complaints. The purpose of our complaints handling procedure is to ensure that the organisation is fully accountable to all of its stakeholders, enabling them to raise complaints and concerns about the work and operations of ADRA Denmark as stipulated in ADRA Denmark's Complaints Handling Procedure (2018). We focus on effective complaints handling mechanisms that reflect the needs, expectations and rights of the complainants and address complaints in an efficient, fair and timely manner. The complaints procedures are designed to promote safety, dignity, respect for all stakeholders involved with ADRA Denmark and our programmes. We align our efforts also with ADRA International's Safeguarding Standards (2020) and ADRA Denmark's Anti-corruption and Whistle-blowing policy (April 2018). This report reflects on complaints and concerns received during the year 2021. We aim to be accountable and transparent to all our stakeholders by sharing complaints received, our action taken and the lessons we learned from it for our work.

Principles of complaints mechanism

Driven by our four key organisational values, namely equality, dignity, justice, and social responsibility, ADRA's approach to welcoming and handling complaints is motivated by the following principles:

- Accessibility – including ensuring that mechanisms are culturally relevant, in an appropriate location and in a language understandable by all.
- Participation – including community input to design of complaints mechanisms.
- Confidentiality - where appropriate, protecting identity of complainants and concerned staff and handling sensitive issues with due privacy.
- Safety - seeking to ensure that no one is put at risk due to making a complaint.
- Transparency - being open about how we handle complaints, what can be complained about, and changes that have been made as a result of complaints.
- Professionalism – including acting with a high level of respect and common sense, and handling complaints in a timely manner.

Executive Summary

In 2021, ADRA Denmark has received one complaint directly, and most of our ADRA partners in Syria, Yemen, South Sudan, Sudan, Ethiopia, Uganda and Tanzania have also received and handled complaints regarding the projects supported by ADRA Denmark as summarised below.

Developing complaints mechanisms for ADRA Denmark as well as our partners has been an ongoing process over the last few years, which has now resulted in solid policies and processes in most countries. In 2021, the focus has been on supporting the roll-out of the complaint mechanism procedures in all our partner countries, and in 2022 we will follow up and continuously support this effort.

Complaints received in 2021

Denmark

In 2021, ADRA Denmark has received one complaint directly related to the door-to-door fundraising for Hjelpeaktionen.

Types of complaints	1 complaint about whether ADRA DK has permission to do door-to-door fundraising (to Hjelpeaktion).
Complaints channels	Send a letter to ADRA Denmark's office. Contact ADRA Denmark's chairperson of the cooperation committee or any ADRA DK staff member by phone, email or face-to-face. Fill out a form online.
Complaints handling	The complainant was assured his complaint would be handled. The collector was reminded about the principles of door-to-door fundraising, and the address of the particular complainant will not be reached out to again.
Lessons learned	At the next Hjelpeaktion door-to-door fundraising, the communications department will make it even more clear, that collectors are only to reach out to potential supporters whom they know.

Syria

Vulnerable Communities live with Dignity (VCD) project (funded by Danida)

Types of complaints	1 complaint from a vendor on delayed payment due to late money transfer. 1 complaint requesting additional works.
Complaints channels	Hotline.
Complaints handling	Share the complaint with the project manager to push the process. Share with ADRA programs unit to take it into consideration for the next intervention.
Lessons learned	To inform vendors to expect some delays in their transfers.

Yemen

Emergency and Resilience Building (ERB) Project (funded by Danida)

Types of complaints	13 complaints asking to join Cash for Work activity. 3 complaints asking to join Hygiene Kit distribution activity. 25 complaints where people wanted to check their names in the potential list provided by the block leaders. 161 complaints where people found their area is neglected and that they have no block leader for their area.
Complaints channels	Due to COVID-19 protocols it was not possible to meet in person at the office. Therefore, Phone and WhatsApp were the complaints channels.

Complaints handling	9 complainants were selected for Cash for Work activities and 4 were not matching the selection criteria. 3 were involved in the Hygiene Kit distribution. A total of the 22 complainants were registered and 3 were not registered. A block leader was selected for the area.
Lessons Learned	-

South Sudan

Building Resilience in the Education Sector (BRES) project (funded by Danida).

Types of complaints	3 complaints from teachers about low size of teachers' incentives, inadequate stationery, unequal teacher training. 1 complaint from community member about delayed construction of Temporary Learning Spaces. 1 complaint from community member about low capacity of teachers. 1 complaint from community member about lack of help to sick child.
Complaints channels	Fill in a complaint form at ADRA field office and get immediate feedback from manager. Call or email ADRA South Sudan complaint contact person in Juba, the contact details are on the complaint forms.
Complaints handling	All complaints were addressed, and complainants received feedback. The complaint regarding ADRA not facilitating the referral of a sick child to Ethiopia for further medication, was handled in terms of explaining that such action is not within the scope of the project, but the mother was referred to Relief International for further attention.
Lessons learned	-

Sudan

Counting the Economic Impact of Covid-19 in Refugee Camps in White Nile State (CEIRC) project (funded by ECHO)

Types of complaints	1 complaint regarding number of beneficiaries which was seen as too low. 2 complaints from individuals not selected in the cash project. 1 request to increase the 4 months of cash distribution with an additional 4 months. 2 complaints on too little cash distributed. 1 complaint that host community also gets cash. 1 complaint about lack of water in the refugee camp.
Complaints channels	Face-to-face
Complaints handling	2 complaints were referred to local authorities. 5 complainants were explained about the selection criteria for cash distribution. 1 answer to the question regarding host communities where ADRA Sudan is looking into how they can also support host communities to improve their livelihoods.
Lessons learned	-

Ethiopia

Resilience in the Horn of Africa (RiHA) project (funded by Danida)

Types of complaints	No complaints.
Complaints channels	Grievance forms Face-to-face
Complaints handling	-
Lessons learned	-

Uganda

Action for Social Change (ASC) project (funded by Danida)

Types of complaints	3 complaints concerning delays in funds transfers to implementing CBOs 2 complaints from district authorities about ADRA not supplying items for Covid-19 mitigation during the second Covid-19 break out in Uganda. 5 complaints from local government leaders concerning ADRA's programme approach which is not supporting direct service delivery or handouts. 1 complaint about ADRA Uganda's recruitment processes which require applicants to have internet access 1 complaint from CBO members about not being selected to receive seed capital for income generating activities
Complaints channels	Complaint box in each ADRA (ASC) district office. Complaints were received face-to-face by field staff in the ADRA field office and during weekly district meetings
Complaints handling	The complaint concerning delays in funds was resolved by updating the documents in the bank. The ASC programme manager contacted the bank to solve the issue. Complaints concerning distribution of Covid-19 mitigation items were handled in a stakeholder meeting, where ADRA explained and shared with stakeholders the programme budget to be transparent about the fact that money had not been allocated for such interventions/activities during the second Covid-19 wave. The complaints concerning ADRA Uganda's programme approach were handled by explaining to the district leaders the ASC approach and importance of capacity building.
Lessons learned	Preferred complaints channels by the local communities are face-to-face interaction / complaining verbally.

Tanzania

Types of complaints	No complaints.
Complaints channels	Hotline
Complaints handling	-

Lessons learned	-
------------------------	---

Focus areas for 2022

For the coming year 2022, ADRA Denmark is going to focus on strengthening and improving the following areas:

1. Supporting partners in developing a culture of learning from complaints in order to improve the project / programme design and implementation. This is part of the overall focus of ADRA DK on downward accountability.
2. Supporting partners in documenting and analysing the complaints in a structured way that does not increase complexity for field staff and which builds on existing reporting structures and templates.
3. Cooperate with the ADRA network on upwards and downwards accountability frameworks and methods including the role of complaints mechanisms.