



# Annual Suggestions, Complaints and Commendations Report

January–December 2022

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Special thanks to the members of the National Suggestions, Complaints and Commendations Committees in the countries we work in.



# Introduction



This document is the *Suggestions, Complaints and Commendations (SCC) Report* for the year 2022. It is an annual report which aims to analyse global trends in SCCs received and the use of SCC mechanisms, to report on SCC management and actions taken, and to raise awareness of the importance of the SCC Policy as a tool for learning and ongoing improvement.

Between 2021 and 2022 the number of SCCs received increased substantially globally, with a significant increase in the number of SCCs received from participants. We believe this is because we have expanded the implementation of SCC mechanisms for our project participants. To do this, first we organised consultations with these individuals to ensure that the mechanisms will be tailored to their needs and preferences. This enables users to own the implemented mechanisms and use them actively.

During 2022, we developed and shared some guidelines to support National SCC Committees in conducting consultations about SCC mechanisms. The guidelines, which are part of the MEAL Toolkit, help ensure that all consultation processes follow minimum standards. Through this work, we expect the upward trend in the number of SCCs submitted by project stakeholders to continue in coming years. This will allow us to improve our projects and processes, adapting them to real needs and increasing their impact.

As in previous editions, this report is the result of the collaboration and teamwork by the National SCC Committees and the Global SCC Commission. We would like to thank all the people who make the committees for their commitment, efforts and the invaluable work carried out. The information and all the lessons learned included in this document encourage us to **continue to strengthen the quality and impact of our work in order to guarantee children’s rights and wellbeing.**

# Analysis of the Suggestions, Complaints and Congratulations received

## Global Analysis

In 2022, we received a total of **695 SQF** through the different mechanisms implemented globally. In addition, three registrations were received and referred by the SCC Committees to the institutional complaints channel, which is managed by the [Whispli](#) platform. The complaints channel also referred six SCCs to the SCC Committees to be recorded and managed. This illustrates the close coordination that exists between the two mechanisms.

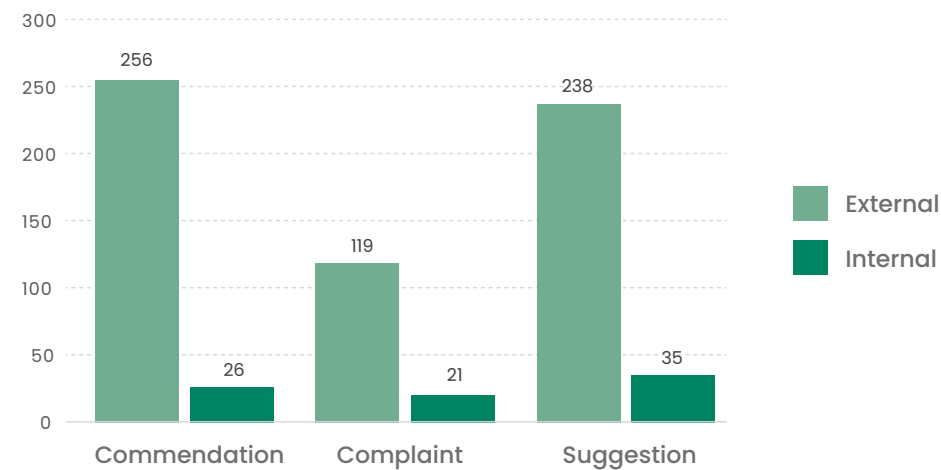
Below is a summary of the suggestions, complaints and commendations received, with a breakdown of the type of mechanism and origin (internal or external stakeholders).

## Summary of the Suggestions, Complaints and Congratulations received in 2022

	INTERNAL		EXTERNAL		TOTAL
SUGGESTIONS	01	physical suggestions box	05	physical suggestions box	273
	14	email	08	email	
	04	in person	209	in person	
	04	social media	03	social media	
	01	telephone	05	telephone	
	11	others	08	others	
COMPLAINTS	01	physical suggestions box	02	physical suggestions box	140
	09	email	38	email	
	11	in person	42	in person	
			13	social media	
			23	telephone	
			01	others	
COMMENDATIONS	02	physical suggestions box	12	physical suggestions box	282
	11	email	23	email	
	03	in person	143	in person	
	06	social media	61	social media	
	01	telephone	04	telephone	
	03	others	13	others	
TOTAL	82		613		695

**“I think it is very important to learn about the work that other local partner organisations are doing in order to complement our work, and to contribute to change in the communities. We must continue with actions that allow us to share experiences and methodologies.”**

Staff member from a local partner organisation, Educo Guatemala



**The global total of SCC received increased substantially** from 422 in 2021 to 695 in 2022. One of the reasons for this increase is due to the fact that Educo Bangladesh has strongly promoted and supported the reception of SCC in events such as the open days. The graphs show an increase in the registration of complaints and suggestions with respect to 2021.

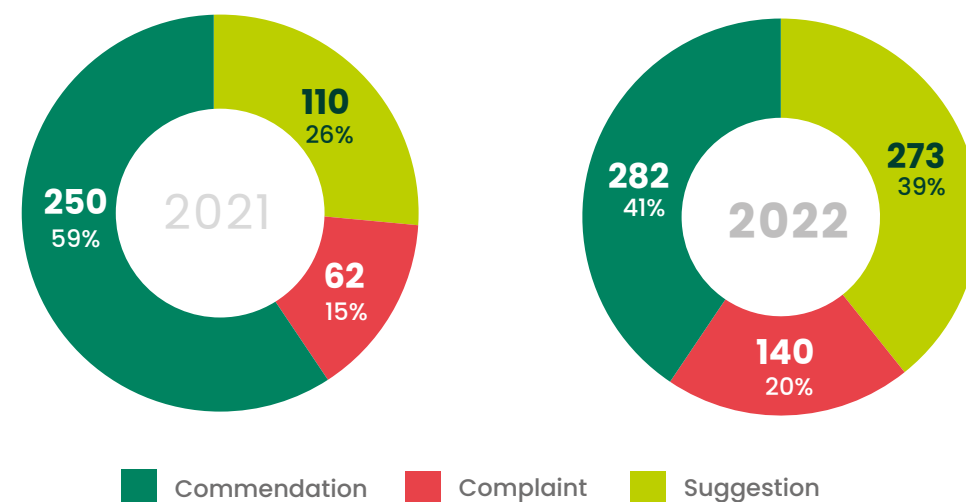
During 2022, Educo Bangladesh worked together with the National SCC Committees to **revise the criteria for recording commendations**. Following this review the number of records received was 282, compared to the 250 commendations recorded during 2021. It should be noted that most of the commendations were received from people outside the organisation, who recognised the work carried out by Educo during the year.

**Complaints also increased**, specifically by 78 in 2022. These continue to be registered mostly in Spain (46 % of the total) and are directly related to the marketing campaigns carried out by the organisation.

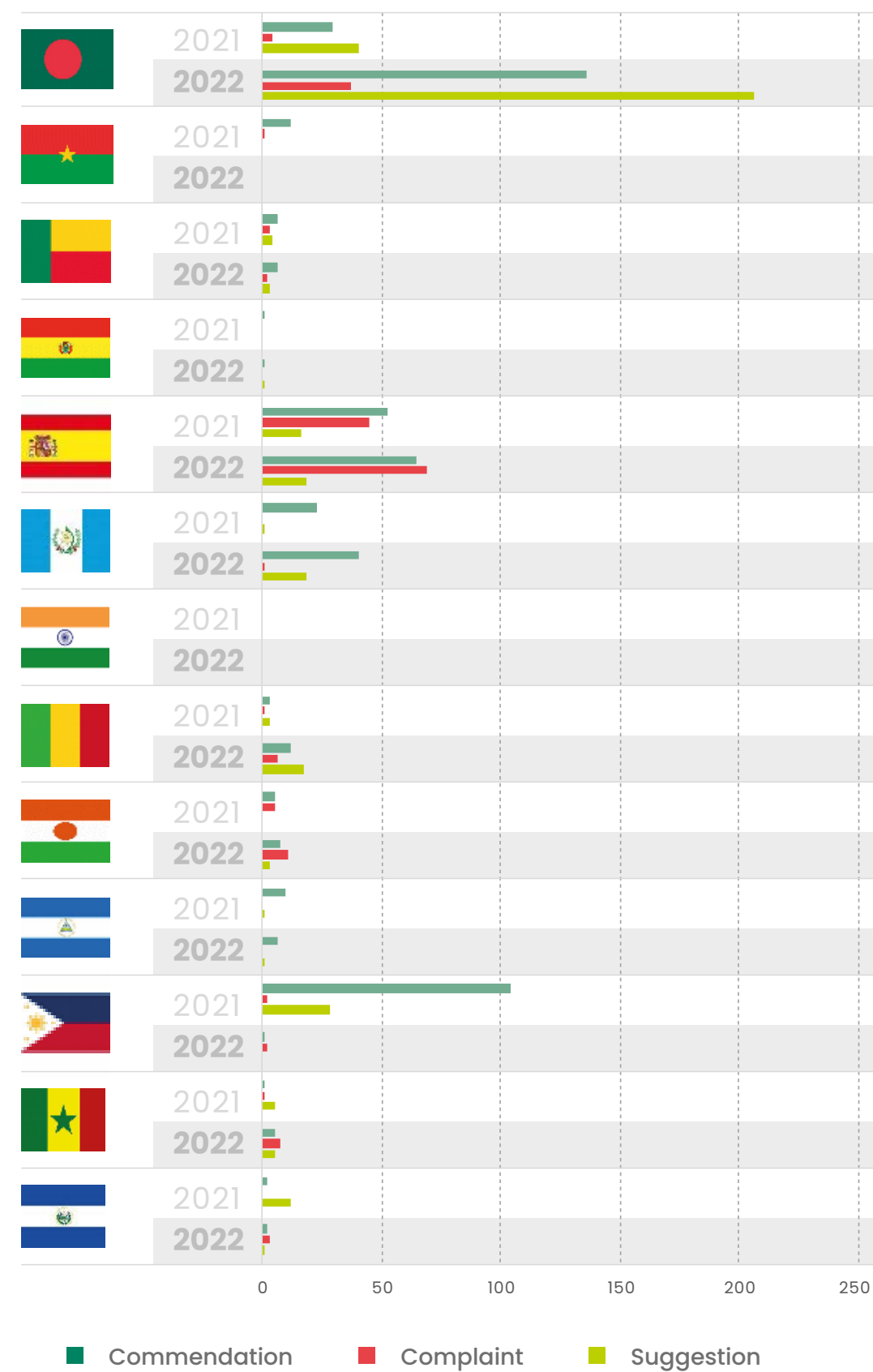
**“I think your website is only in Spanish... Maybe it would be a good idea to put it also in Catalan, Basque and Galician and that way also defend minority languages on the other side of the Atlantic. Best wishes.”**

Website visitor, Educo Spain

## Analysis by communication type



### Analysis by country and communication type

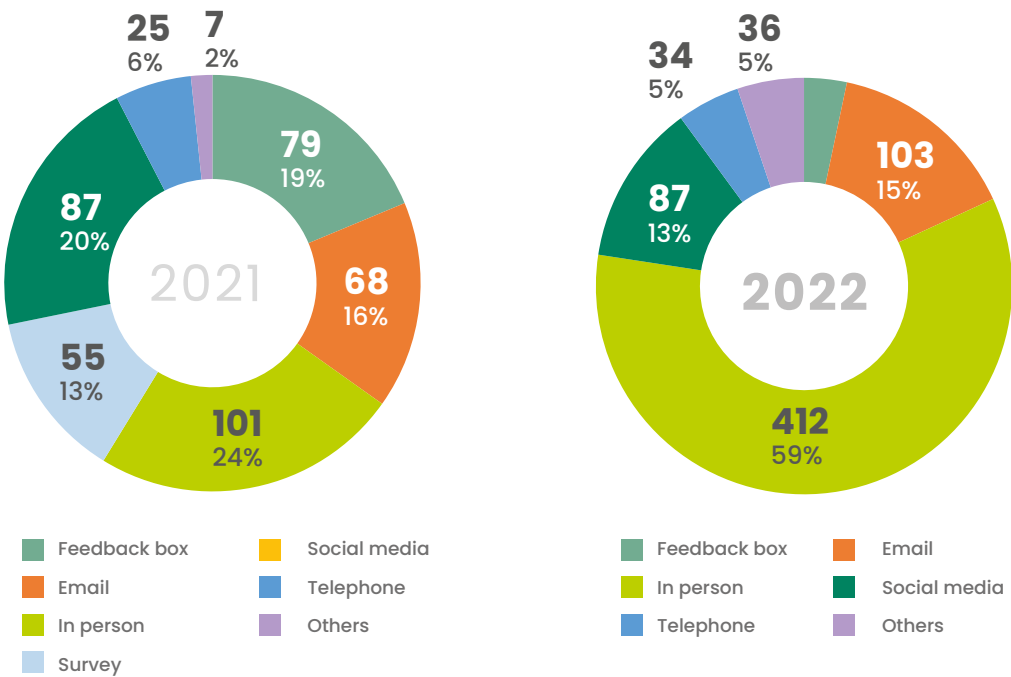


The comparison by country and communication type shows that **Bangladesh was the country office that recorded the most SCCs**, even compared to the data recorded in this country office during 2021. This is mainly due to its commitment to promoting SCC mechanisms at open days, which outperforms all other country offices. The graph also shows that the country offices Spain, Guatemala, and Mali are, after Bangladesh, the ones with the highest number of SCCs.

It is important to **note the difference in the Philippines** between the 2022 and 2021 records. The considerable decrease of SCCs in 2022 is due to significant organisational changes, which had a negative impact on the dynamics and performance of the National SCC Committee.

On the other hand, it should be noted that no SCCs were registered in India and Burkina Faso in 2022, so these country offices do not appear in the comparative chart. In 2021, no SCCs were registered in India, and only 12 SCCs were registered in Burkina Faso.

### Analysis by mechanism type



According to the data provided by the Country Offices, as in 2021, the **in-person channel was used the most in 2022**, accounting for 59 %. This is mainly due to open days at Educo Bangladesh, where participants can express and register SCCs.

The next most used mechanisms are email (15 %) and social media (13 %). It should be noted that due to the revision and application of the criteria for recording the commendations, the **total number of SCC received through social media decreased**. However, social media remains the third most used mechanism. The next most used mechanisms are the telephone and the physical suggestions box. In terms of the use of the physical suggestions box, it is worth noting that its use decreased from 79 registrations in 2021 to 23 in 2022.

As for the records in the “other” category, the Global SCC Commission believes it is important to expand the choice of mechanisms in the registration template, which will allow us to make a more accurate analysis.

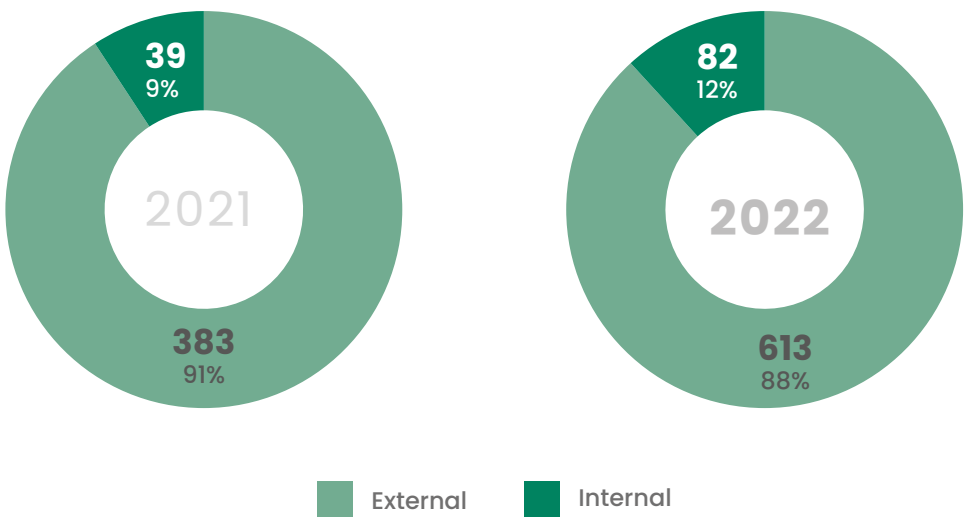
I appreciate the initiative of the consultation workshop on SCC mechanisms. The framework was favourable for girls, boys, adolescents, and young people to share our ideas and visions on the mechanisms that can be appropriately adapted to us. Thanks to Educo for believing in our capacities and the opportunity to participate in the organisation’s decision-making process.”

Girl project participant, Educo Mali



Consultations on SCC mechanisms with adolescent and youth groups, Mali

Analysis by user origin and profile



In 2022 the number of external SCCs is once again higher than the internal ones. However, there was a slight increase in SCCs submitted internally, from 9 % in 2021 to 12 % in 2022. The analysis of the information provided by the Country Offices shows that, as in previous years, one of the reasons for the difference between internal and external SCC is due to the **high number of SCC sent by Educo’s supporters to head office and Educo Spain as well as the use of mechanisms such as the open days in Bangladesh** for external stakeholders.

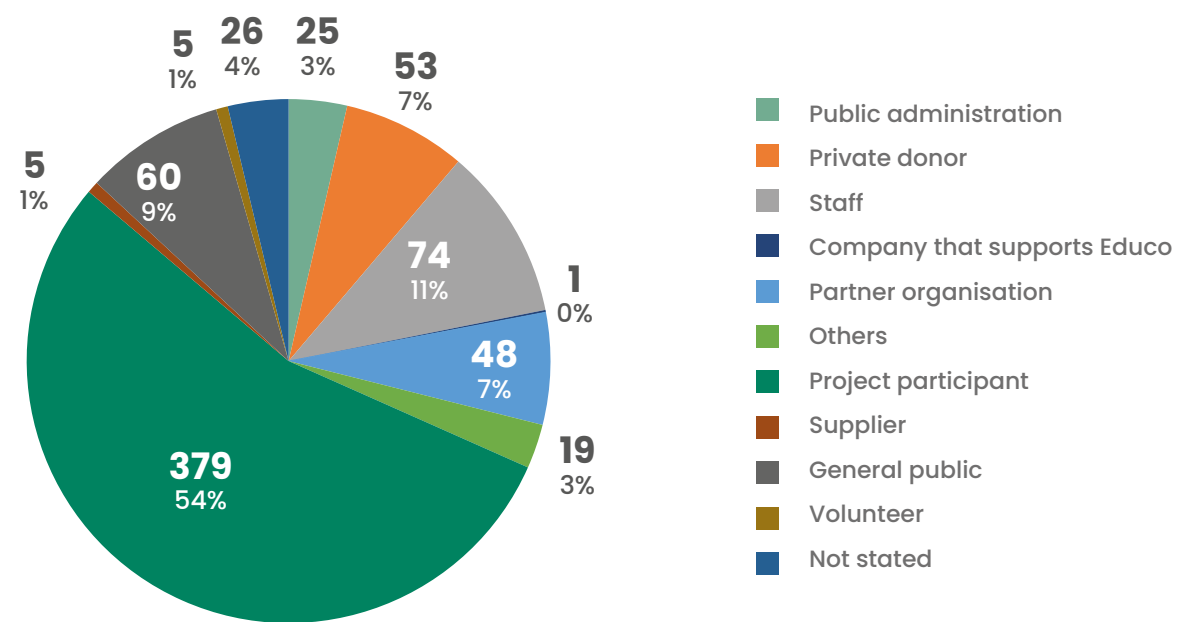
It is interesting to see that **54 % of SCCs come from people participating in our projects**. This means that the intention to open up more to external stakeholders, prioritising our key stakeholders, is starting to have an effect. Several of the SCCs are from children and adolescents, but we do not know the exact number because not all records include the age of the person who submitted the SCC. It is important to Educo to record the views of children, which will allow us to better adapt our projects to their needs and interests. To achieve this, **we need to continue working with the national committees to improve the quality of their records** in order to optimise the management of the SCCs received and their follow-up. Indeed, **knowledge of the profile of people** who present SCCs is important as it **allows us to refine our analysis and to observe with which stakeholders**, we need to reinforce the **knowledge and implementation of our SCC policy**. This information also allows us to better close the feedback cycle and to work on possible improvements in our work.

It is also very positive to see that a significant number of SCCs **come from local partner organisations** (48). We consider this to be indicative of the **high degree of trust** that they have with Educo. It also **allows us to continue to work towards the ongoing improvement of our collaborations**.

With the implementation of SCC mechanisms for our project participants, the tendency to receive external SCCs should increase annually.



Profiles of individuals who submitted SCC in 2022



# The Suggestions, Complaints and Congratulations management and results

During the analysis of the data from 2021, we identified the need to have access to more detailed and comprehensive information about the SCC received in each country offices, in order to carry out a more precise analysis of the global trends. Therefore, in 2022 **all country offices have carried out their own qualitative analysis of the SCC received** and how they were handled.

**I have just received a letter with a postcard that is “laminated”. I really think it’s unnecessary in digital times and when I’m already a regular contributor. I would prefer that this cost be used to benefit those who need it.”**

Supporter, Educo Spain

In many cases, some of the SCC received have enabled us to identify and introduce improvements in our work, both in the projects we set up and in our internal management processes. However, sometimes **it is not possible to resolve the suggestion or complaint by implementing corrective measures** for various reasons. For example, because we do not have the necessary resources at the time; because, after assessing the suggestion or complaint, we decide that resolution is not feasible or safe; because such a resolution does not represent an efficient use of resources; or because the requested improvement is not aligned with our mission, vision, and values. In some cases, we see that the SCC is not really addressed to Educo but to other partners we work with, and so we act as a bridge so that it reaches the relevant people. In is worth noting that we always register the SCC and inform the person who submitted the SCC of the reasons for the decision taken, just like we do with the SCC that involve taking corrective measures.

The following are examples of SCCs received and the decisions made:

SUGGESTIONS	DECISIONS MADE
Suggestion of having a specific space in the school to hold the meetings that are part of the project. <i>(Project participant, by telephone, Educo Bangladesh).</i>	The Programs team talks to the project staff and a space in the school is made available to them.
Suggestion of having mats for the floor to improve the comfort of the participating children. <i>(Project participant, by email, Educo Bangladesh).</i>	Project staff procures mats for the participants.
Suggestion to plan actions in the school setting to reach more children, adolescents, and young people. <i>(Child project participant, member of the Cové children's association, in person, Educo Benin).</i>	Proposal passed on to project coordination. As a result, the guidelines have been taken into account and the action plans for children's associations have been revised.
Suggestion to support people who are members of children's associations so that they can carry out internships at Educo. <i>(Adolescent participant 13-17 years old, in person, Educo Mali).</i>	Management approves the proposal and comments that the country office is open to accompanying these young people with internship options.
Suggestion to replace a damaged desk chair. <i>(Educo staff member, via email, Educo El Salvador)</i>	The country office management changes the chair and decides to set up a periodic review of the equipment to ensure that it is in good working order.
COMPLAINTS	DECISIONS MADE
Complaint about insufficient funds available in petty cash. <i>(Educo staff member, via email, Educo El Salvador)</i>	A decision is taken to increase the amount of funds in the petty cash box. At the same time, the staff's compliance with the deadline for justifying advances is reinforced.
Complaint about insinuations of exchange of favours for the performance of duties. <i>(Educo staff member, via email, Educo El Salvador)</i>	A warning to the employee. Strengthening of knowledge and application of Educo policies. Awareness raising on the importance of maintaining a respectful working environment.
Complaint about the participation of a child in the distribution of posters for a project on child labour. <i>(Social media, Educo Bangladesh)</i>	An investigation is carried out, including meetings with the child in question, other children, members of the community and former teachers who had been in charge of distributing the posters. It is found that there was a misunderstanding, as the child had taken a couple of posters to hang in front of his house in support of the project. However, the project staff will be more attentive to similar situations in the future.

SUGGESTIONS	DECISIONS MADE
Complaint regarding the absence of the teacher in charge of running a community learning centre. According to the complainant, the teacher had not opened the centre for a month and a half, depriving children, and adolescents of important learning opportunities. <i>(Project participants, in person, Educo Bangladesh)</i>	A warning is issued to the teacher but, after receiving a second complaint, the teacher is dismissed, and a new person is appointed to run the centre. Positive feedback has been received about the new teacher.
Complaint from community members who observe that the kitchens are not always clean, and that food intended for the school lunchroom is being diverted <i>(Community member, in person, Educo Benin).</i>	Once analysed, the complaint was brought to the attention of the lunchroom management committee, who took charge of handling it. Parents told the project team that the maintenance of the kitchen had improved. They expressed satisfaction.
Complaint that proposals went unanswered <i>(Supplier, in person, Educo Senegal).</i>	As an approved supplier, they should have been given an explanation as to why they had not been selected. They were invited to a workshop on our policies for service providers, and it was explained to them that they were absolutely right and that there had been a mistake. We also told them that due to the additional cost of transport and installation of the panels, we had chosen to design them in Kolda.
COMMENDATIONS	
A commendation was received from a volunteer for the work done by the organisation and the working atmosphere in the office. <i>(Volunteer, physical suggestions box, Educo Bolivia).</i>	
A commendation from an adolescent participant of the Adolescents and Young Adults Club. The project is valued very highly, as the club members have received training that has enabled them to contribute to reducing social problems such as child marriage and domestic violence. The person presenting the commendation has been able to protect herself from child marriage. <i>(Project participant, by telephone, Educo Bangladesh).</i>	
Commendation from a supplier, who appreciates the purchasing process and the possibility of doing business online during the COVID-19 pandemic. <i>(Supplier, physical suggestions box, Educo Philippines).</i>	
Commendation for the involvement of local partner organisations (LPOs) in the preparation, planning and implementation of activities <i>(LPO, in person, Educo Niger).</i>	

Once again, we see, through these examples, that the SCC mechanisms have been useful in giving voice to our stakeholders and are **essential for identifying improvements for our work**. It is important to continue to promote their use.



# Progress in the implementation of the Suggestions, Complaints and Commendations Policy in 2022

**“I didn’t know what to do with the new program, but thanks to the training provided by Educo, I am now well equipped.”**

Project participant, Educo Niger

## National Committees for Suggestions, Complaints and Congratulations

During 2022 the SCC National Committees, based on their work plans, made significant progress. Below are some of the highlights:

### **Guatemala**

- The SCC Policy was shared with two local partner organisations so that they can implement the policy with their teams.
- Consultation mechanisms were shared with project participants.

### **India**

- SCC Policy was translated into Hindi and Marathi for sharing with project participants.
- Physical SCC suggestions boxes were placed in the schools that receive support through the projects.

### **Benin**

- The knowledge of committee members on the methodology for setting up community mechanisms was strengthened.
- Consultations were held and SCC mechanisms established in 20 schools in Alibori and Borgou departments.

### **Mali**

- Community-level consultation sessions were held with project participants, particularly children and adolescents, for the adaptation of SCC mechanisms in the Segou area.
- Training sessions were held for 45 providers on the SCC Policy and feedback mechanisms.

### **Spain**

- Initiation of discussions with the teams from programs and social research, mobilisation, and advocacy to establish SCC mechanisms with direct participants (specifically for the lunchroom).

## Global Commission of Suggestions, Complaints and Congratulations

From the progress of the Global SCC Commission during 2022, we can highlight the following:

- Presentation and sharing of the updated version of the SCC Policy with the National SCC Committees through regional meetings.
- Preparation of a training module on the new SCC Policy, in collaboration with the SCC Committees and the head office design team.
- Guidance for the SCC Committees on their processes of co-identification of SCC mechanisms with participants through the *MEAL tool 6.4 Guidance for SCC Consultations*.
- Updating of the *MEAL tool 6.7 SCC registration template*, based on feedback from the SCC Committees.
- Analysis of the SCC received globally during 2022, preparation and sharing of the 2022 SCC Report.
- Support for the National SCC Committees with the preparation of their 2023 action plans.
- Creation and activation of the global SCC channel in Teams, to facilitate the exchange of experiences and learning.

**“The virtual activities have produced results. However, factors such as the quality of connections make it difficult for everyone to participate. For this reason, when considering the new normal, I believe it is appropriate to develop in-person activities to enhance everyone’s participation even more.”**

Educo staff member, Educo Guatemala



Consultations on SCC mechanisms in Benin.

With regards to the recommendations, we published in 2021 to improve the implementation of the SCC Policy, the following table shows the progress and achievements:

RECOMMENDATION	PROGRESS/ACHIEVEMENTS
Remind National SCC Committees of the criterion of using the "in person" mechanism, which must be prioritised when the person submitting their SCC does not have access to other mechanisms (lack of internet connection, illiteracy, etc.).	National SCC Committees were reminded to apply the "in person" criterion to ensure that this mechanism is prioritised when there is no access to other mechanisms.
Clarify the definitions of SCCs, especially the definition of commendation, to help SCC National Committees discern what is a commendation and what is not.	The Global Commission has worked on an explanatory document on what it considers a commendation and what it does not and has shared it with SCC National Committees. There was a reduction in the number of commendation records that did not meet the criteria and did not contribute to learning and ongoing improvements to our work.
Continue to strengthen coordination between Program teams, MEAL, and National SCC Committees to facilitate the integration of SCC implementation processes within the programming cycle.	In 2022, MEAL (Monitoring, Evaluation, Accountability and Learning) staff were incorporated into some National Committees, which has facilitated coordination with Programs, as well as the development of co-identification mechanisms for the people participating in our projects.
Continue to strengthen the capacities of SCC Committees to enable them to do more qualitative analysis of their SCC records.	Regional and bilateral sessions have been held with SCC National Committees to review their records, with examples of analysis of their data.

RECOMMENDATION	PROGRESS/ACHIEVEMENTS
Develop an online training module on the Suggestions, Complaints and Commendations Policy and ensure that all Educo team members take it.	The first phase (script, contents, case studies) is completed. The final edit is pending.
Develop and share SCC assessment sheets.	This task was not completed due to other priorities. It has been reprogrammed for 2023.
Continue to strengthen the National SCC Committees in identifying and referring complaints to the appropriate channel, in coordination with the <i>Compliance Committee</i> .	<p>Infographics explaining the use and operation of each of the channels have been shared with the National SCC Committees and Educo staff.</p> <p>The National SCC Committees have referred several complaints received through the SCC mechanisms to the <i>Compliance Committee</i>.</p> <p>In addition, during the annual meeting of the Global Executive Committee, all the country office managers were reminded of the coordination mechanisms between the two systems.</p>



Consultations about SCC mechanisms in Benin.



# Next Steps

- In the coming months, the Global SCC Commission will focus on the following:
- Develop an online training module on the Suggestions, Complaints and Commendations Policy and ensure that all Educo team members apply it.
  - Complete and share SCC assessment sheets (MEAL 6.8).
  - Modify the SCC registration template (MEAL 6.7) so that the data collected allows for better analysis.
  - Support SCC National Committees with consultations on SCC mechanisms. Facilitate the exchange of experiences and learning on this topic.
  - Start developing the user-friendly version of the SCC Policy.

Now I can express my opinion here at the open day. My trust is reflected here."

Project participant, Educo Bangladesh.



Consultations on SCC mechanisms in El Salvador.

# Related documents

- The SCC Policy is available [here](#) on the Educo website.
- The following reference documents are available on demand by sending an email to the Global SCC Commission: ([ComisionGlobalSQF@educo.org](mailto:ComisionGlobalSQF@educo.org)):
- Terms of reference for the Global Suggestions, Complaints and Commendations Commission
  - Monitoring, Evaluation, Accountability and Learning Manual, which includes the following tools:
    - MEAL 6.3 National SCC Committee Terms of Reference Template
    - MEAL 6.4 Guidelines for consulting about SCC mechanisms
    - MEAL 6.5 Guide to designing and implementing SCC mechanisms
    - MEAL 6.6 SCC management procedure template<sup>1</sup>
    - MEAL 6.7 Template for SCC registration
    - MEAL 6.8 SCC mechanism assessment sheets<sup>2</sup>



Consultations on SCC mechanisms in Nicaragua.

<sup>1</sup> Under construction.  
<sup>2</sup> Under construction.



# Contact details

Listed below are the contact details for submitting an SCC via email to each Country Office:

Country office	SCC email address
Bangladesh	myopinioncounts.bd@educoco.org
Benin	monaviscompte.bj@educoco.org
Bolivia	miopinioncuenta.bo@educoco.org
Burkina Faso	monaviscompte.bf@educoco.org
El Salvador	miopinioncuenta.sv@educoco.org
Spain	miopinioncuenta.es@educoco.org
Philippines	myopinioncounts.ph@educoco.org
Guatemala	miopinioncuenta.gt@educoco.org
India	myopinioncounts.in@educoco.org
Mali	monaviscompte.ml@educoco.org
Nicaragua	miopinioncuenta.ni@educoco.org
Niger	monaviscompte.ne@educoco.org
Senegal	monaviscompte.sn@educoco.org



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