



Suggestions, Complaints and Commendations

Global Report 2023

Title: Global Suggestions, Complaints and Commendations Report 2023

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



Content

Presentation	4
SCC: Improvements and lessons learned	11
Progress on the implementation of the SCC Policy in 2023	14
Conclusions and Assessments.....	16
Related documents.....	17
Contact details	18

Presentation

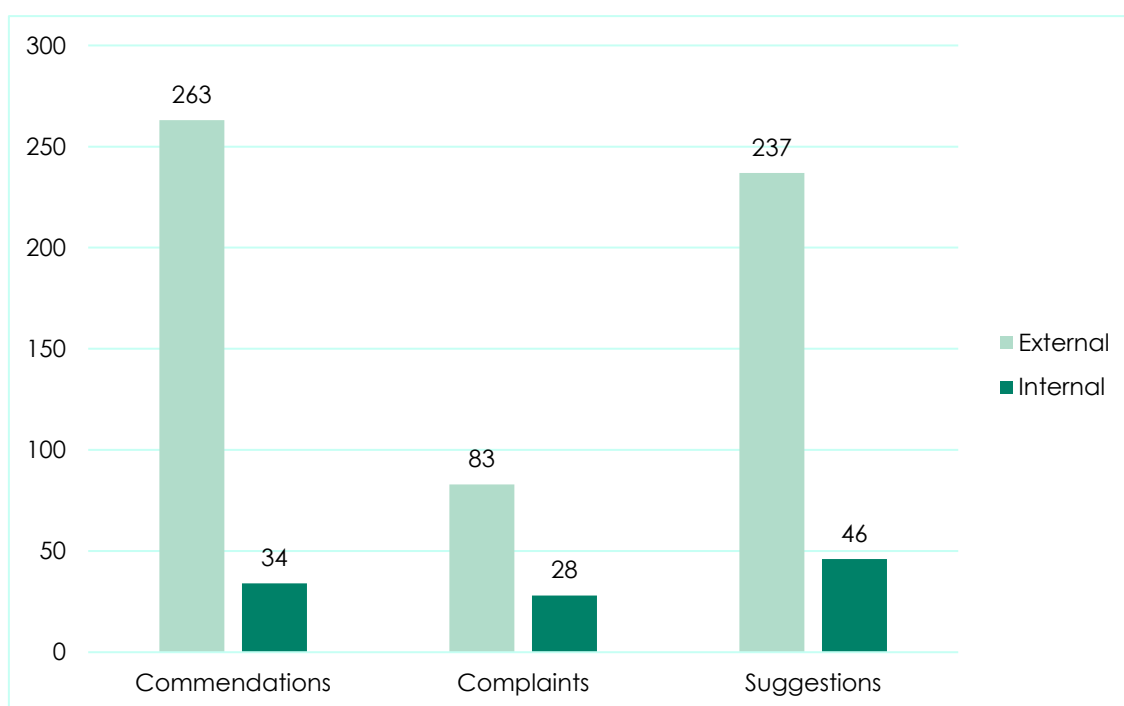
We are pleased to present the Global Suggestions, Complaints and Commendations (hereafter SCC) Report 2023 which compiles and analyses the SCCs received in 13 countries from a variety of different perspectives.

For another year, Educo continues to fulfil its commitment to promote a dynamic culture of accountability, which we understand as an ongoing, relevant and meaningful dialogue with our stakeholders to work together to achieve our mission. Through the SCC mechanisms, our stakeholders provide us with feedback on our work. Listening to them tells us what we are doing well and where we can improve. In 2023, we would like to highlight children's participation and share some of the quotes from the SCCs that were sent to us.

On the other hand, by establishing, managing, promoting and evaluating accountability mechanisms, we continue to implement the Suggestions, Complaints and Commendations Policy, a document that establishes the ethical and operational framework that guides staff in all our country offices.

We hope you will find the information presented here of interest and would like to thank the people who make up the SCC National Committees for their hard work and commitment.

In 2023, Educo received **691 SCCs** through the various SCC mechanisms we implement in our country offices. In the following table we classify them by stakeholder (internal/external) and means of entry (mechanism used).



	Internal	External	Total
Suggestions	14 physical suggestions box 23 email* 4 in person 2 social media 1 telephone 1 others	180 physical suggestions box 18 email 25 in person 5 social media 8 telephone 2 others	283
Complaints	8 physical suggestions box 9 email 6 in person 4 social media	16 physical suggestions box 32 email 5 in person 13 social media 17 telephone 1 others	111
Commendations	8 physical suggestions box 11 email 2 in person 11 social media 1 others	188 physical suggestions box 17 email 29 in person 20 social media 2 telephone 8 others	297

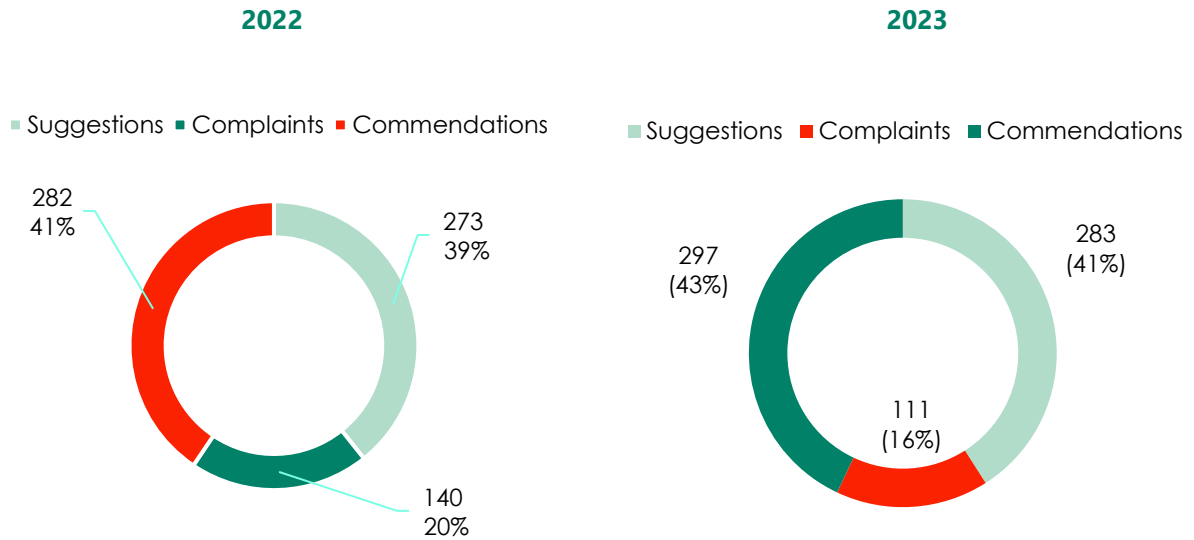
* Includes entries received through Educo El Salvador's web portal and Educo Guatemala's virtual mailbox.

"I am very happy with the way Educo works with children. During the courses, we alternate learning with games, so we don't get tired, and it doesn't take too long. It is different to lessons in the classroom".

Girl project participant, Senegal

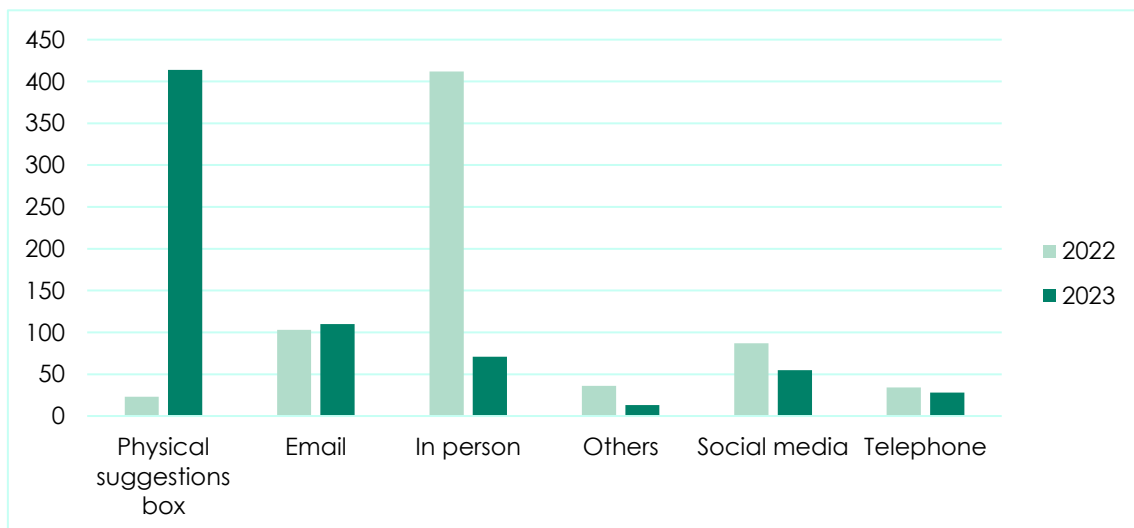


Analysis by communication type



In general terms, the trend in terms of the percentages of suggestions, complaints and compliments received continues to be the same. More than 80% of the SCCs received in 2023 were suggestions and commendations.

Analysis by mechanism type



In 2023, there has been a change in terms of the most used entry method for submitting SCCs, with **the physical suggestions box being used in 60% of the SCCs received in this period**, compared to 19% in 2022. This change is mainly noticeable in the data presented from Bangladesh and is due to an increased use of physical suggestion boxes for collecting SCCs at Open Days. We believe that this change represents an improvement in our practice, as physical suggestion boxes offer the possibility of submitting anonymous SCCs and ensure the written consent of the user.

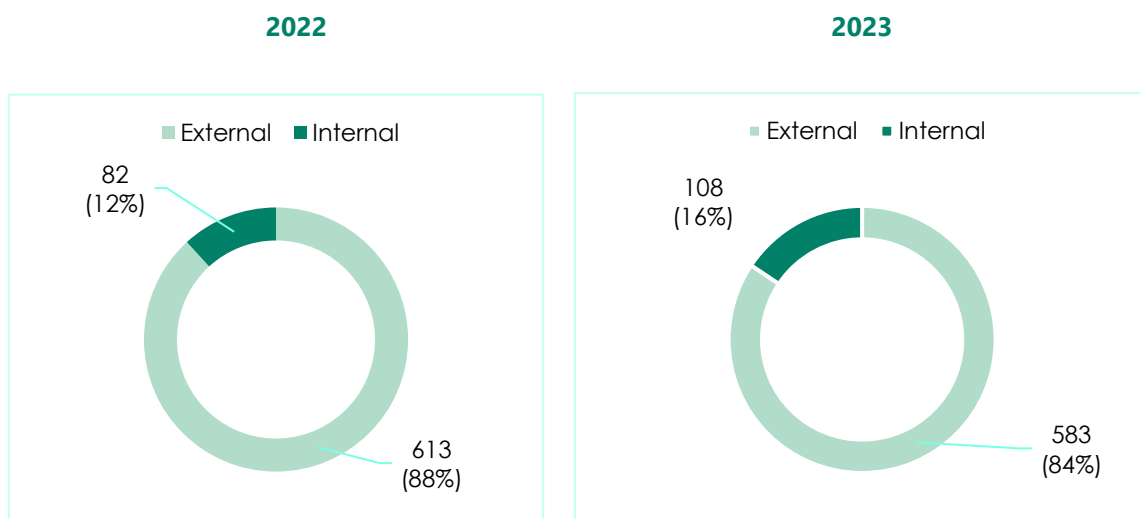
However, for Educo, it is essential that SCC mechanisms are adapted to the needs and preferences of the people who use the mechanisms, in particular children, families and communities. That is why we identified which mechanisms to implement in collaboration with the users, through a consultation process.

“I suggest using more open spaces for the activities, so that we are more comfortable, the space is poorly lit and is not very suitable for them.”

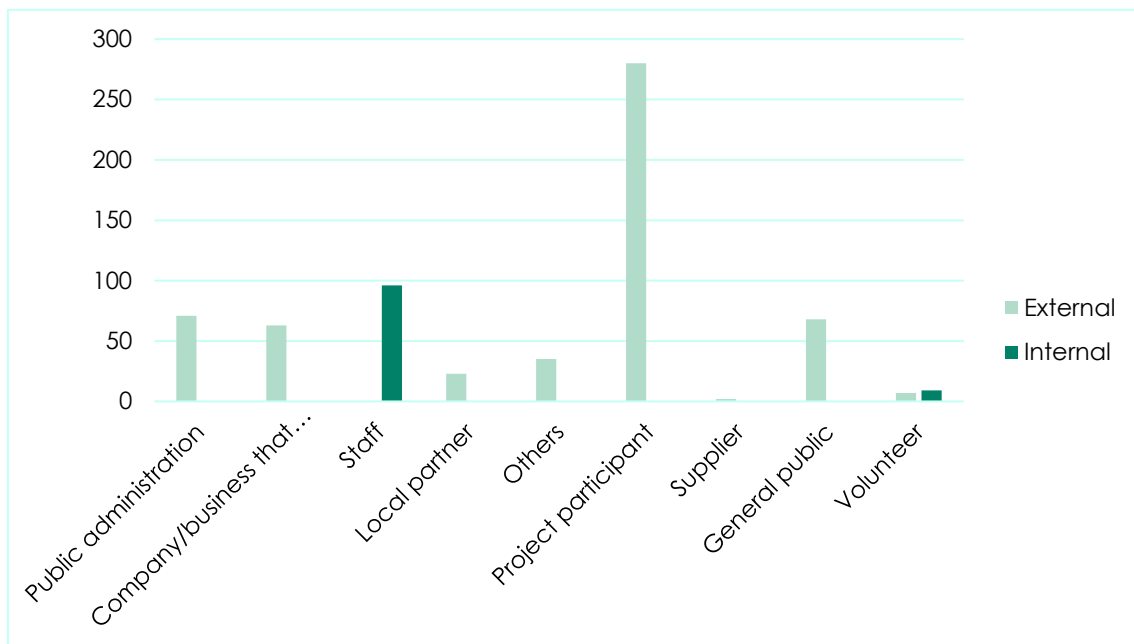
Adolescent project participant, Guatemala

Analysis by user origin and profile

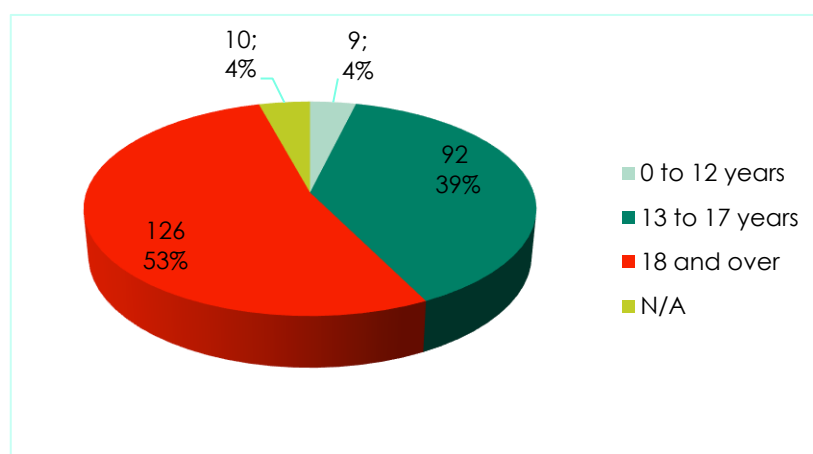
For this period, we have included in the analysis of the users' profile data related to their relationship with Educo, their gender and age, as well as their origin (internal/external).



In 2023, we continue to see the trend of receiving more SCCs from our external stakeholders.



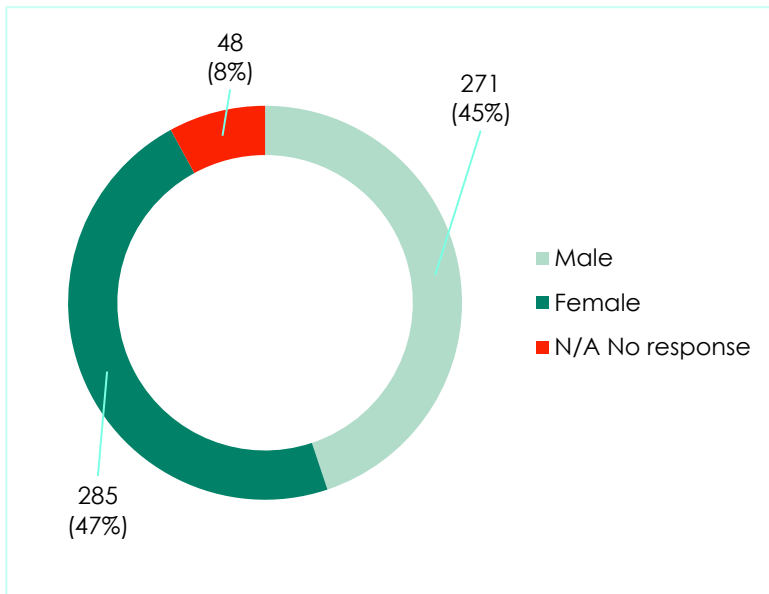
In terms of their relationship with Educo, most of the SCCs come from people who participate in our projects, which is in line with the aim that SCC mechanisms should give a voice to this stakeholder group in particular, in order to identify and implement improvements in our work. We would also like to highlight the high level of participation from people representing local government.



In terms of age, we have focused this initial analysis on the SCCs submitted by participants in our projects, rather than the total number of SCCs received.

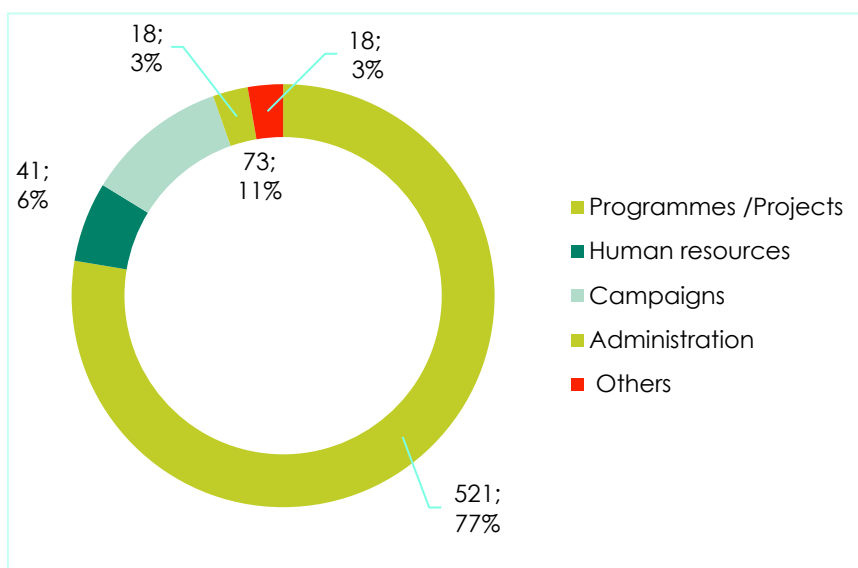


Although most of the participants who submitted SCCs to Educo are over 18 years of age, we would like to highlight that 43% of the SCCs were submitted by children and adolescents. We will continue to work to promote and facilitate the use of the mechanisms in these age ranges, as well as with the National Committees in the country offices, to reinforce the collection of this data.



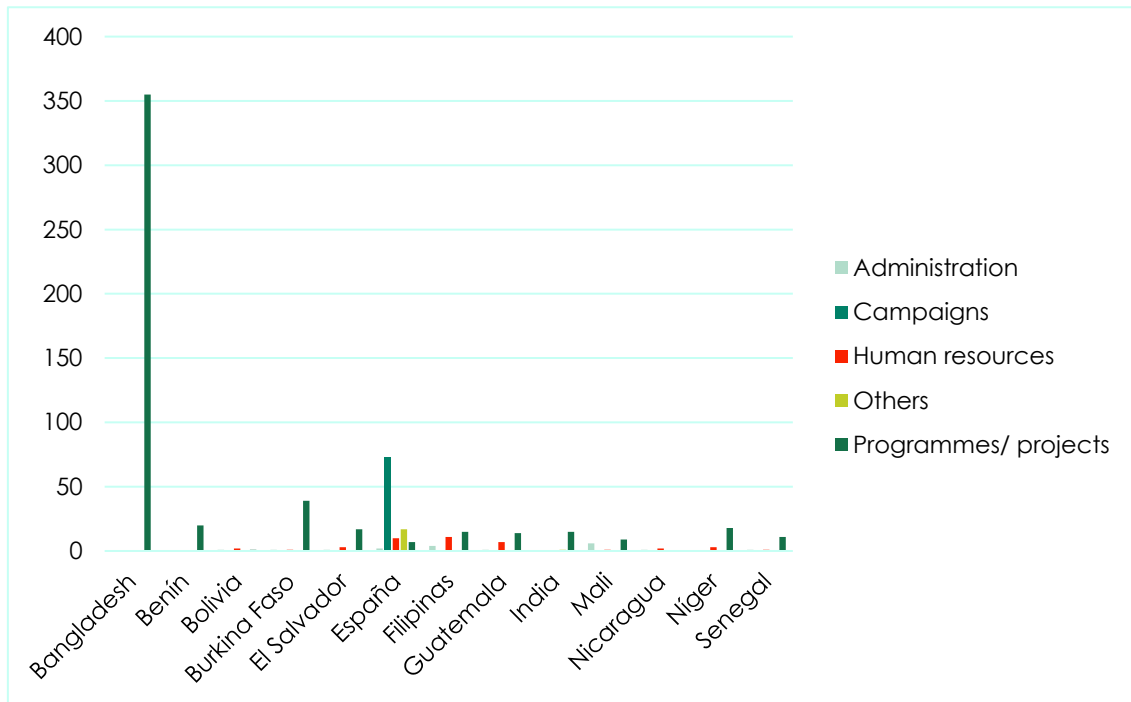
The analysis by gender shows that there is equity in terms of access to and use of SCC mechanisms at Educo.

Analysis by topic



Another new feature in 2023 is the analysis of the topics on which people submit their SCCs. The majority refer to project-related issues, consistent with the high number of SCCs submitted by people participating in our projects.

For future reports, we will adapt the data collection tool to provide more detail on the issues. We will also increase our support to National Committees in completing this section.



SCC: Improvements and lessons learned

Many of the SCC we have received have enabled us to identify lessons and introduce improvements in our work, both in the projects we deliver and in our internal management processes. This is the main aim of the SCC mechanisms, and we are working to increase the number of SCCs that lead to improvements. We believe that the key to achieving this is to make the SCC process more responsive to people's needs, and to raise awareness and share information about the process.

However, it is important to bear in mind that although we are aware of Educo's responsibility to receive and carefully analyse SCCs, **it is not always possible to resolve the suggestion or complaint by implementing corrective measures or applying improvements.** The reasons for this are diverse. For example, because we do not have the resources at the time; or because, after reviewing the suggestion or complaint, we determine that it is not feasible or safe; because it is not an efficient use of resources; or because the requested improvement is not consistent with our mission, vision and values. In some cases, the SCC doesn't actually concern Educo but other stakeholders we work with. In these cases, we act as a bridge so that it reaches the people involved, and we refer it to the person or people concerned. In all cases, we always register the SCCs received and inform the people who submitted them about why the decision was taken, what corrective measures will be taken, whether or not it is possible to offer solutions or if a referral will be made.

In the following table are some examples of **suggestions** received during the past year, alongside the decision taken by the country office (resolution).

Suggestions	Measures taken
"I suggest using more open spaces for the activities, so that we are more comfortable, the space is poorly lit and is not very suitable for them." Adolescent project participant, Guatemala	It was agreed that in the next few workshops it will be taken into account that the space needs to be suitable for the young men and women.
"I would like to suggest that, when handing out the [grant] cheques, there could be two people handing them out, so that the mums don't have to wait for too long." Adolescent project participant, Guatemala	It was agreed with the person in charge of grants that the cheques would be handed out in groups so that the women would not have to wait too long, and that a person from admin would also assist.

Suggestion to conduct awareness-raising sessions on child marriage, violence against children and caring for children. Project participant, Bangladesh	Members of the youth club have prepared a plan for awareness-raising sessions on these issues.
Students raised the issue of safety on the way to school in the afternoon. Young project participants, India	This issue was discussed with the local partner (Masoom) to address the issue of student safety with the local police station. Local police organised patrols around the school at night.
I-CONS, Educo's partner in the UNICEF project, would like to receive reminder notifications 2 days before the activity to ensure better participation in the activities. Collaborating company, Senegal	The concern has been raised and addressed.
Suggestion to do more promotion about how people can provide feedback (details of SCC number, email, social media, etc), as there may be cases where participants do not want to put their comments in the SCC mailbox. Educo staff, Philippines.	This suggestion has been taken note of and information on the different mechanisms has been included in the awareness raising material that is going to be printed.

The following are examples of **complaints** received, together with the decision taken by the country office:

Complaints	Decisions made
Complaint from a young person about the lack of capacity building for young people in the municipalities. Young project participant, Mali	Local partner teams have trained young leaders in Segou and Bamako on concepts of peace, social cohesion and child-friendly accountability.
"Many young people cannot participate in the different activities because the sessions coincide with school activities." Project participant, Bangladesh	The times of the activities have been modified to better meet the needs of young people.
During the risk assessment of the school transformation programme implemented by the local partner (STCI) in Pune, children have shared that their centres/schools are located next to the	This issue was discussed with the local partner team (STCI) so that it can be taken up with the relevant authorities.

road and as a result, there could be accidents as there are no speed deterrents. Adolescent project participants, India	
The person concerned feels that the staff's behaviour is not respectful and considerate towards her. Local partner organisation (structure representing the refugees), Niger	Meeting with staff and the refugee representative structure to clarify the framework for the PREN project. It is important to consider the refugee structure as a strong partner.

The **commendations** we receive also give us valuable information that guides our decision-making. Here are some examples of commendations we have received during 2023:

Commendations
"After participating in different project activities, my confidence level has increased, which has helped me to learn how to talk and speak up to the people in charge to demand rights and prevent child marriage." Girl project participant, Bangladesh
"It has been exciting to hear about Educo Bangladesh's commitment to the country's children, their rights and their wellbeing. I have returned with ideas, inspiration and energy to continue looking for solutions to the challenges that we face, to continue to be committed to social transformation". Collaborator from Spain, who travelled to Bangladesh to learn about Educo's projects.
This person is very grateful for the construction of separate latrines in her school, as there were none. Girl project participant, Niger
Gratitude expressed for the level of commitment shown by the staff on the ground, given the state of the security situation. Private donor, Mali
During a joint mission with our partner UNICEF and managers of companies participating in the Corporate Social Responsibility (CSR) initiative, UNICEF congratulated us on the participation and commitment of children through the CMEs (Children's Municipal Councils). Local partner organisation, Senegal
The project included an element of food provision for schoolchildren. This component has resulted in a significant increase in school attendance and even in the results of the BEPC, the school leaving examination. For this reason, the school's head teacher and staff wanted to express their satisfaction to Educo. Project participant, Niger

Progress on the implementation of the SCC Policy in 2023

The implementation of the SCC Policy is an ongoing process and is the responsibility of everyone who is part of Educo. There are SCC committees in each of our country offices that lead the policy implementation process and manage the SCCs received, and a global committee that supports the committees and ensures that the policy is implemented according to common minimum standards. Both the SCC committees and the global committee produce annual action plans to guide their work during the year.

“Open days improve integration and enrich Educo's work. I suggest that these events be held more frequently, as they allow us to see the impact that Educo has on the community, and that we are all working towards the same goal. Ideally all the institutions that work in this area with Educo should meet together”.

Local partner organisation, Guatemala

National SCC Committees

During 2023 the SCC National Committees, based on their work plans, made significant progress. Below are some examples:

Burkina Faso

- One focal point has been appointed for each Educo action area, a total of four focal points for managing SCCs.
- A digital form for collecting SCCs has been developed and made available to all national office staff.
- During 2023, SCC mechanisms were implemented in our humanitarian projects.

Benin

- During 2023, SCC mechanisms were introduced in seven new schools.
- Following the introduction of the mechanisms in the new schools, an evaluation of the SCC mechanisms in the 21 schools we already work in was carried out.

Guatemala

- Two workshops were held for 191 young people in April 2023 in order to define the mechanisms to be used in the activities that will be carried out during the year. The mechanism selected was the physical suggestions box and access to a digital form.

India

- Educo's national office suppliers have received guidance on the SCC Policy and its mechanisms during the signing of their contracts.

Senegal

- A specific telephone number for SCCs has been set up in the Dakar and Kolda offices.
- Community consultations on SCC mechanisms have been carried out in four new communes.
-

"It would have been better if this project had been implemented with a focus on the community rather than the school. Then other people would have been able to learn from the project activities".

Girl project participant, Bangladesh

Conclusions and Assessments

We are pleased to conclude that the implementation of the Suggestions, Complaints and Compliments Policy (SCC) in Educo's country offices has made progress in accordance with the 2023 action plans of each National Committee and the Global Commission. However, it should be noted that some of the committees faced challenges fulfilling the full range of planned activities due to the political context of the country, staff turnover or lack of resources, among other reasons.

Overall, we have a positive assessment of the year's work and have included in the Global Commission's Action Plan 2024 actions aimed at improving the implementation of the policy. For example:

- Accompany the committees more closely in the completion of the data collection tool in order to improve data analysis.
- Develop procedures to work consistently across countries and to facilitate continuity of work in the event of staff rotations.
- Continue to promote the implementation of the policy with our external stakeholders, particularly with those involved in our projects, to increasingly ensure our commitment to accountability to them.
- Verify that mechanisms adapted to the needs of users are implemented.
- Promote the correct use of the tools by the committees.

"I really appreciate Educo taking the time to give guidance to each and every one of the consultant providers on their vision, ongoing projects and safeguarding policies. One area for improvement could be the provision of pre-meeting documents, which might make the guidance sessions shorter and more concise'.

Supplier, Educo Philippines

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):

- Terms of reference for the Global Suggestions, Complaints and Commendations Commission
- Monitoring, Evaluation, Accountability and Learning (MEAL) Manual, which includes the following tools:
 - MEAL 6.3 ToR National SCC Committee Template
 - MEAL 6.4 Guidelines for consulting about SCC mechanisms
 - MEAL 6.5 Guide to designing and implementing SCC mechanisms
 - MEAL 6.7 Template for SCC registration
 - MEAL 6.8 Evaluation forms for SCC mechanisms¹



Consultations on SCC mechanisms in Nicaragua

¹ Currently being drafted.

Contact details

Below is a list of the contact details for submitting an SCC via email to each Country Office:

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