



Suggestions, Complaints and Commendations

Global Report 2024

Title: Global Suggestions, Complaints and Commendations Report 2024

© Educo (2025)

Total or partial reproduction of this work is permitted as long as the source is mentioned, and it is not used for commercial purposes.

Coordination and production: Laura Cantle, Clara Sainz, Anne Clément (Global Suggestions, Complaints and Commendations Commission)

Photography: Educo Archive

The photographs used in this document are for illustrative purposes only and are in no way to be taken as a representation of the content.

For more information about the issues covered in this document, please contact:

ComisionGlobalSQF@educos.org

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

Contents

Presentation	4
Analysis of SCCs received.....	5
Improvements and lessons learned	14
Progress on the implementation of the SCC Policy in 2024	18
Conclusions and Assessments	21
Related documents.....	22
Contact details	23

Introduction

Once again Educo is pleased to present the 2024 Global Report on Suggestions, Complaints and Commendations (hereinafter SCC). The report compiles and analyses the SCCs received in 13 countries from several different angles.

We are proud to continue to fulfil our commitment to promoting a dynamic accountability culture, which we understand as a continuous, relevant and meaningful dialogue with our stakeholders, in order to work together to achieve our mission. Through the SCC mechanisms, our stakeholders provide us with feedback about the work we do, which enables us to find out what we are doing well and which areas we need to improve.

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 performance framework that we follow in all our country offices.

We hope you find the information presented here interesting and we would like to thank the people who make up the SCC National Committees in our country offices for their ongoing work and commitment.

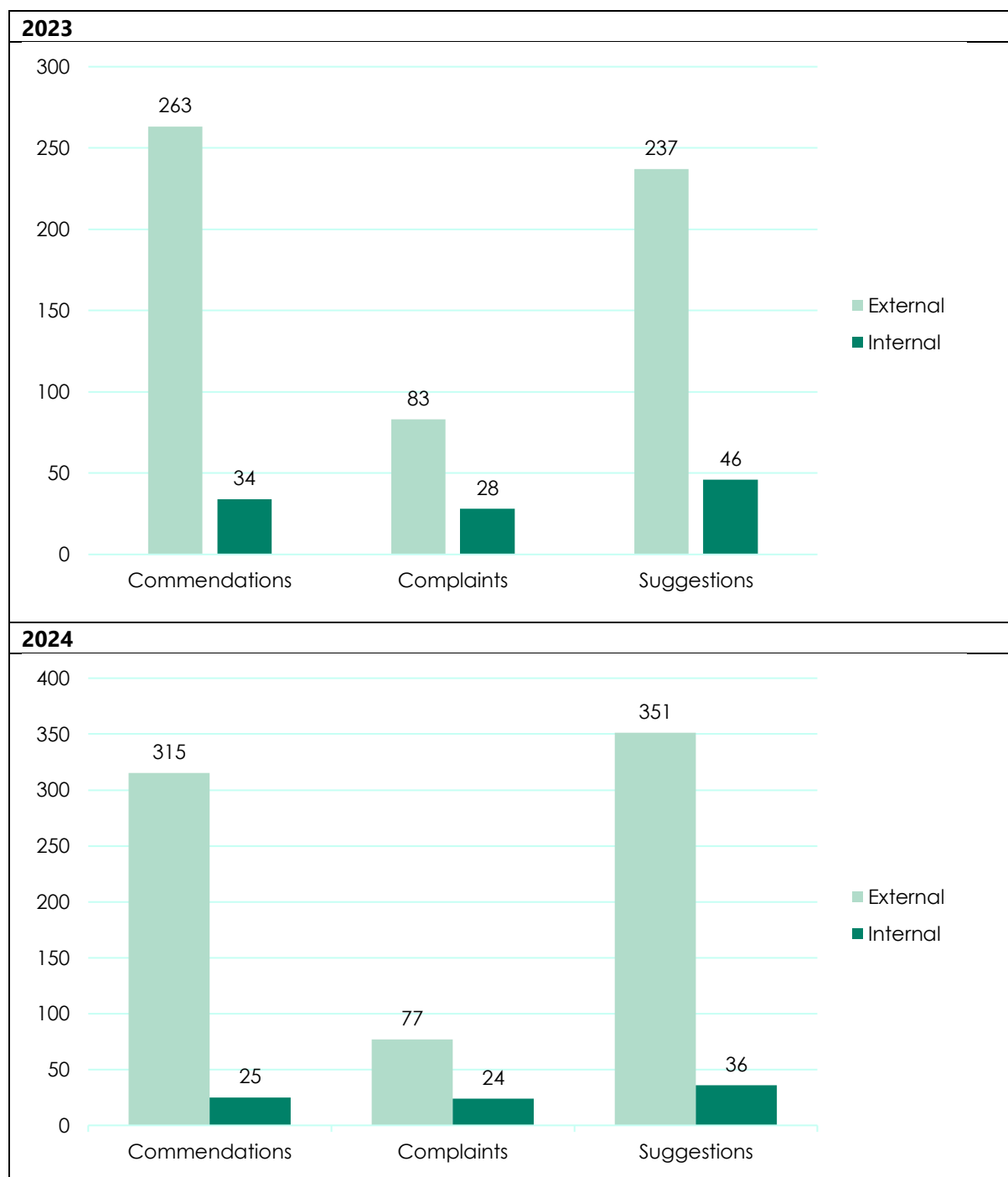
Analysis of SCCs received

In 2024, Educo received **828 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).

SCC received in 2024

	INTERNAL	EXTERNAL	TOTAL
SUGGESTIONS	Physical suggestions box = 5 Online suggestions box = 14 Email = 12 In person = 1 Educo website = 1 Others = 3	Physical suggestions box = 260 Email = 10 In person = 35 Social media = 3 Telephone = 3 Others = 34 No specified mechanism = 6	387
COMPLAINTS	Physical suggestions box = 1 Online suggestions box = 15 Email = 5 In person = 3	Physical suggestions box = 31 Email = 14 In person = 16 Social media = 3 Telephone = 2 Others = 7 No specified mechanism = 4	101
COMMENDATIONS	Physical suggestions box = 1 Online suggestions box = 5 Email = 14 Social media = 2 Others = 3	Physical suggestions box = 203 Email = 10 In person = 49 17 social media = 17 Others = 28 No specified mechanism = 8	340
TOTAL	85	743	828

Analysis by Type and Origin



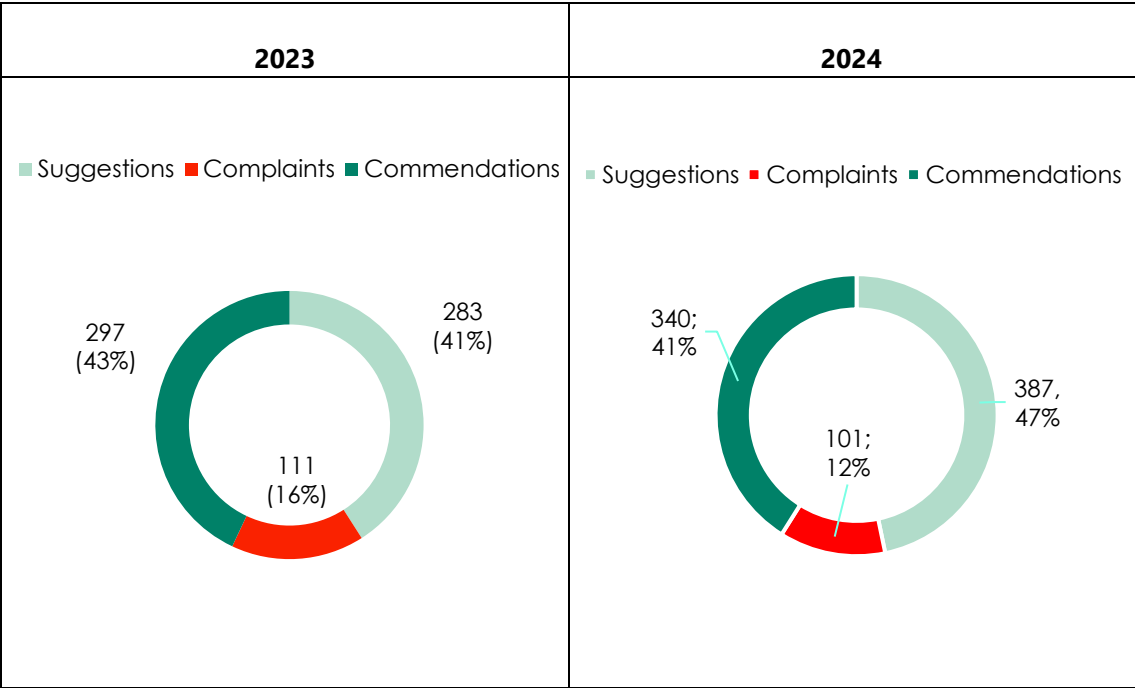
In total, **Educo received almost 20% (19.82%) more SCCs than the previous year** (691 in 2023 vs. 828 in 2024). This increase shows that **SCC mechanisms**, especially external ones, **are being introduced and used more frequently**. It also demonstrates a **growing level of trust between Educo and its stakeholders**.

In contrast, the number of **SCC submissions** has fallen by just **over 20% internally** compared to the previous year (108 in 2023 versus 85 in 2024).

In 2024, **the trend of receiving an increasing number of external SCCs remained stable**, with the proportion of external SCCs even increasing to 90% (compared to 85% in 2023). This proportionate increase was achieved without taking into account two countries (Nicaragua and Bolivia) that did not report external SCC in 2024.

“Since the launch of the ProMAPE project, child marriage is no longer a reality in the village of Goré.” Project participant, Educo Benin.

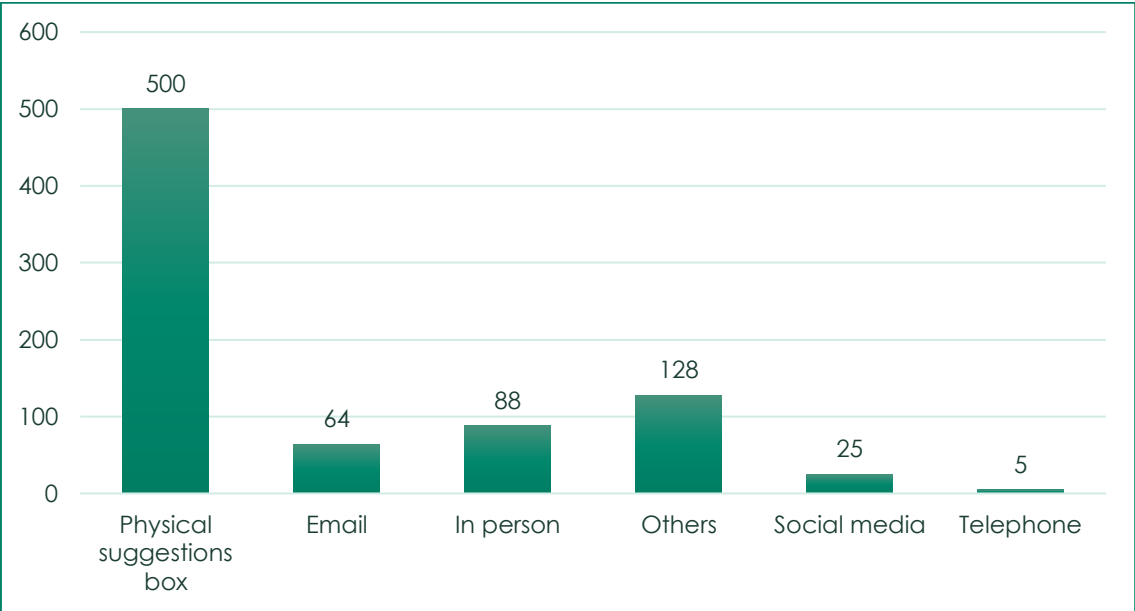
Analysis by Communication Type



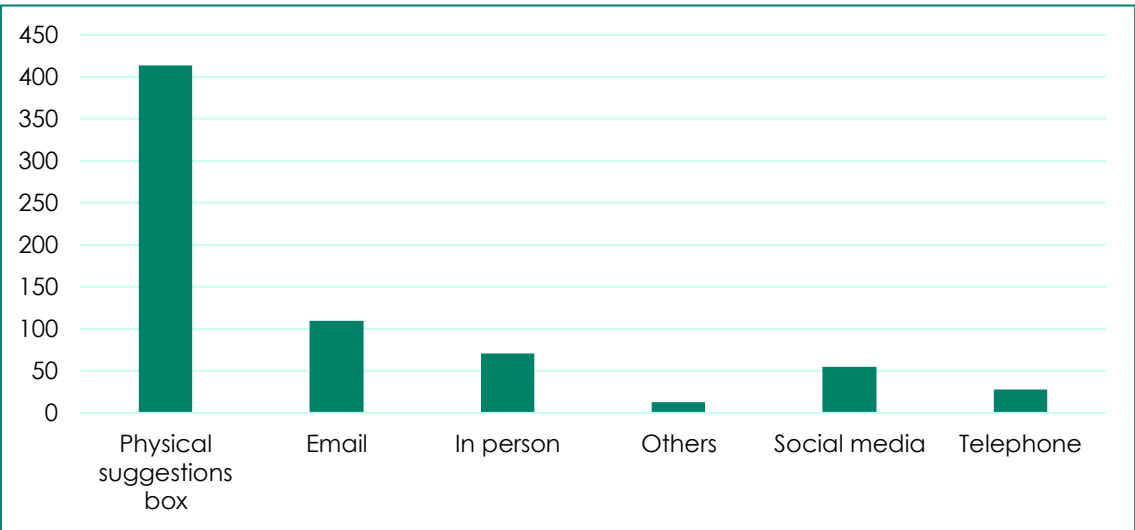
Generally speaking, the trend in the proportion of suggestions, complaints and commendations received remains consistent. In 2024, more than 80% of the SCCs received were suggestions and commendations. It is also interesting to note that in 2024 we received **24% more suggestions** than last year, **demonstrating a greater interest in constructive criticism**, and helping us to identify areas for improvement more effectively.

Analysis by Mechanism Type

2024



2023



Despite the increase in SCC submissions in 2024 compared to 2023, it is worth noting that **the physical suggestions box remains the most widely used mechanism**. This is a positive

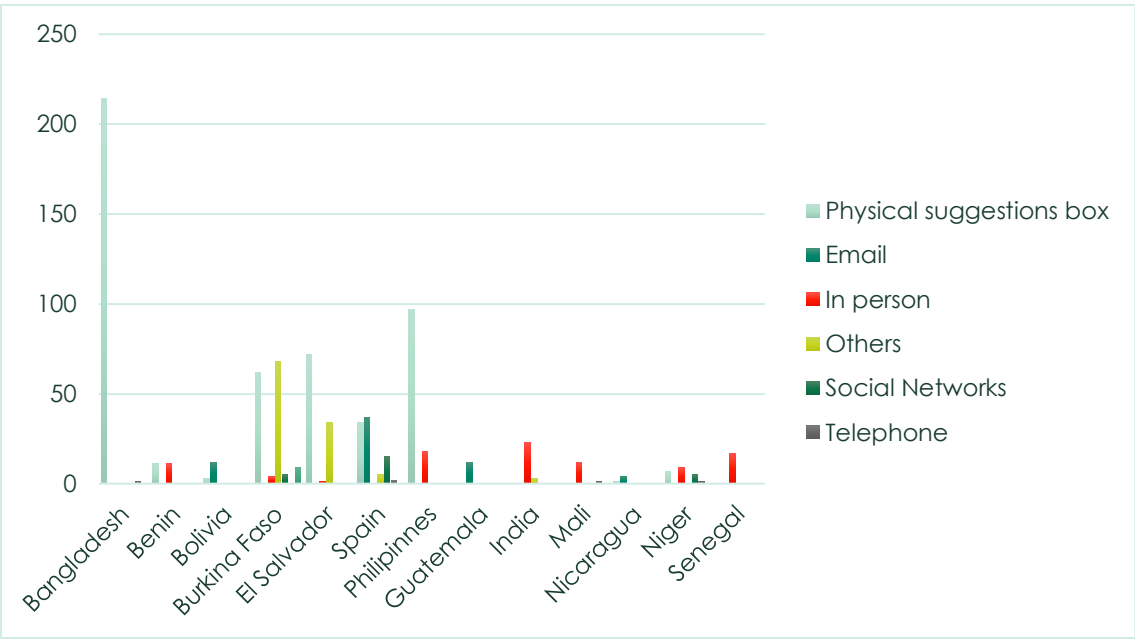
development because it enables anonymous SCCs to be submitted easily and ensures written consent from users.

In 2024, we have kept the "other" category, which includes options other than those that were previously identified. On the one hand, the online mailbox used by Educo El Salvador has been integrated here and will soon be added to the list of mechanisms. On the other hand, keeping this category allows us to identify new mechanisms co-created with our external stakeholders and give space to innovation.

Analysis by Mechanism Type and Country

Bangladesh is the country where physical suggestion boxes are used most widely. This is mainly because they are used during the various open days organised by the country office.

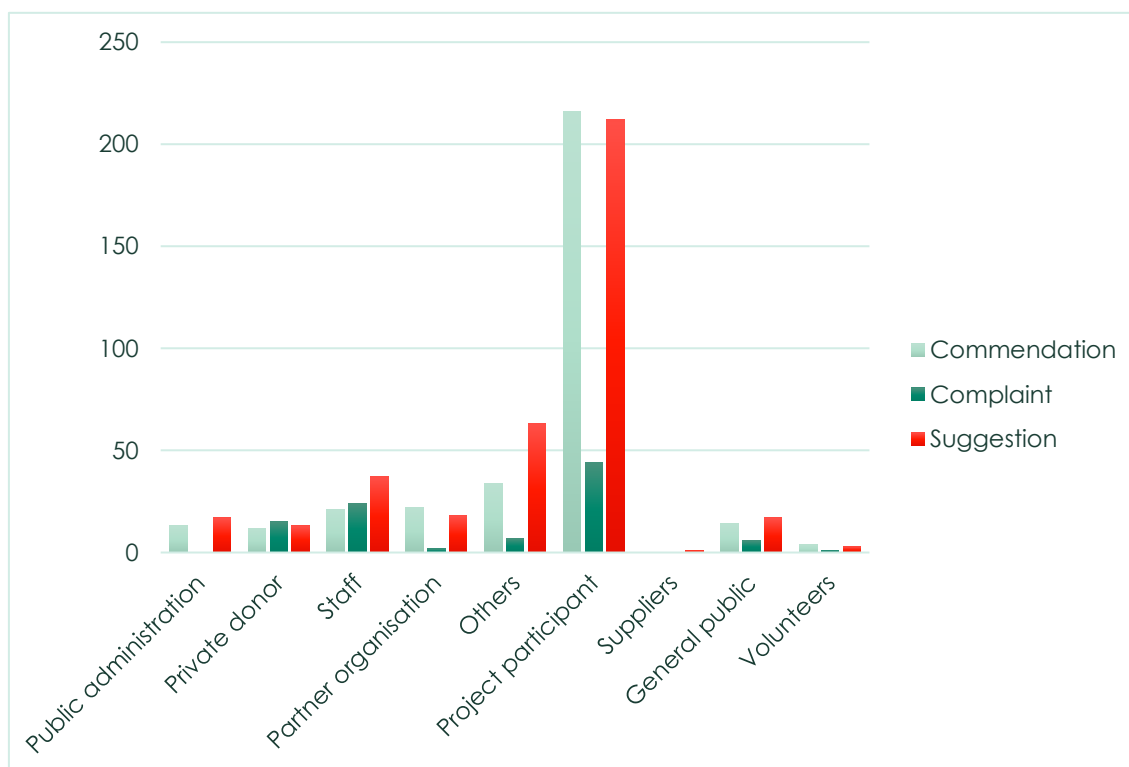
The “in person” mechanism is the only one used in all countries in the African region. According to the national SCC committees in the region, this is due to socio-cultural issues and facilitates access to SCC submissions.



“I propose that Educo involve educational advisors in needs assessments, rather than limiting this task to inspectors alone.”
Project participant, Educo Niger

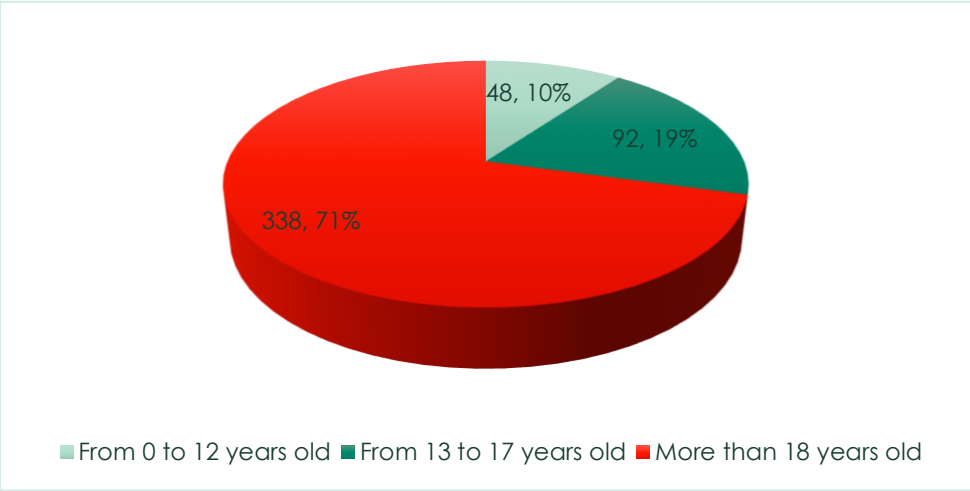
Analysis by User Profile

We analysed users' profiles, as well as data relating to their relationship with Educo, and their gender and age.



Most of the SCCs come from people who participate in our projects, which reflects the fact that SCC mechanisms should focus particularly on giving a voice to this stakeholder group in order to detect and implement improvements in our work. We also value suggestions from public authorities, as these help us to identify areas for improvement and demonstrate the trusting, proactive collaborative relationship that Educo has with these key players in the development process.

Project participants offered almost equal numbers of commendations and suggestions: 216 and 212, respectively. Their use of these mechanisms demonstrates their level of involvement in and commitment to the projects.

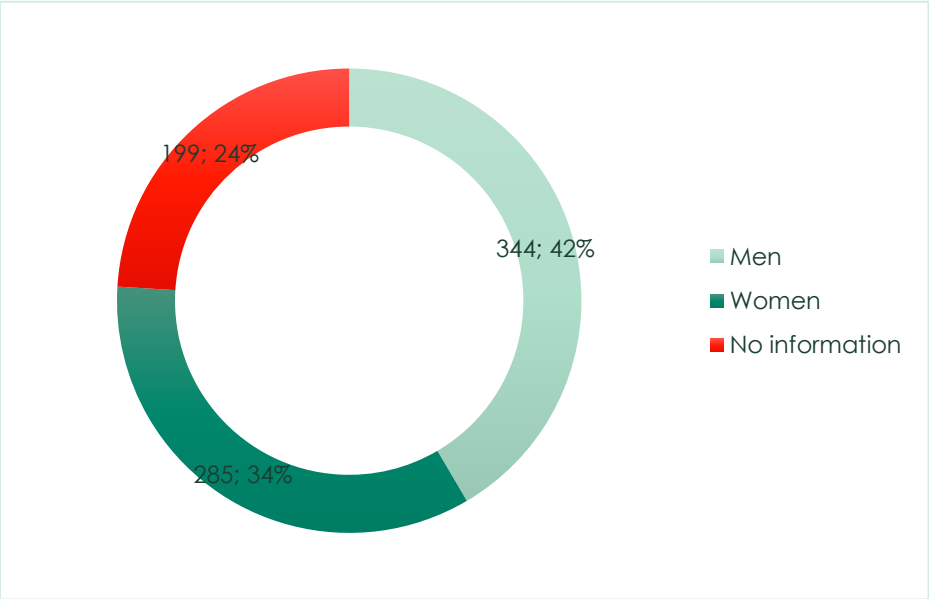


In terms of the age of the people submitting SCCs, as in 2023 this analysis focuses on SCCs submitted only by participants in our projects rather than the total number of SCCs received.

While the majority of participants submitting SCCs to Educo are over 18, it is important to note that nearly 30% of SCCs were submitted by children and adolescents.

In 2024, we received almost 50% more SCC from children and adolescents than in 2023 (140 compared to 101). However, the proportion of SQF received from children compared to adult stakeholders dropped by 13 points in 2024 compared to 2023 (30% compared to 43%).

We will continue to promote and facilitate the use of SCC mechanisms for children and adolescents.

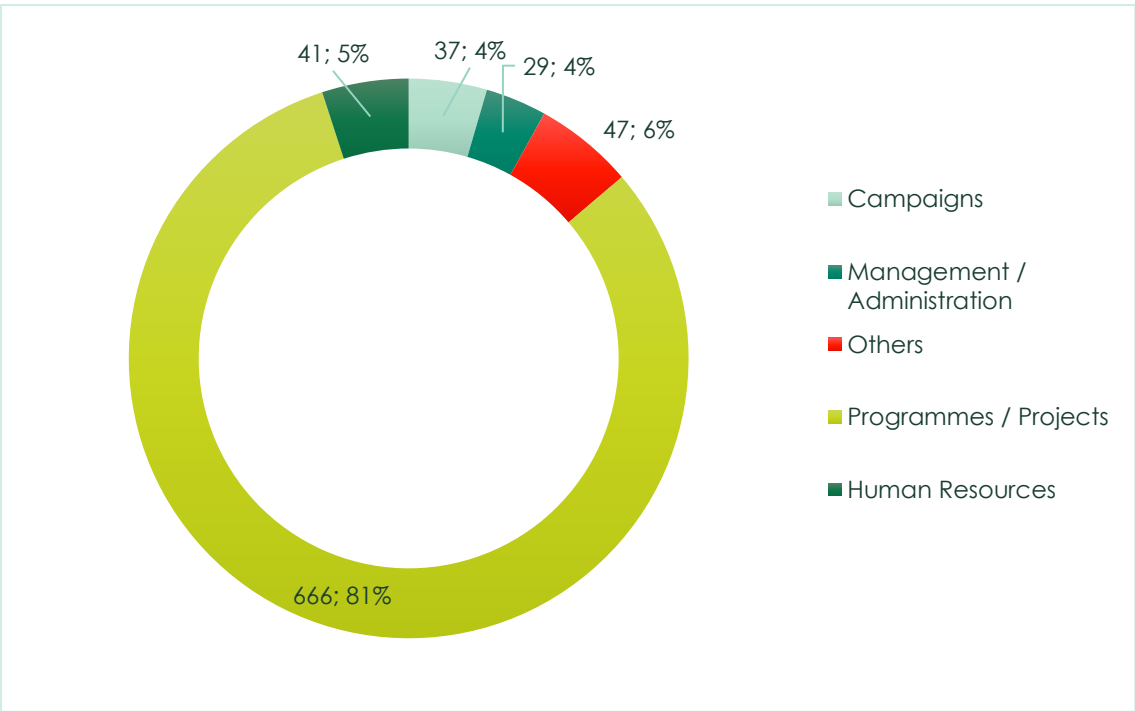


In 2024, there were more SCCs submitted by men (42%) than by women (34%). There is a significant proportion (24%) of “no response/not applicable.” We will need to reinforce how this data is collected with the SCC National Committees in the country offices and continue to work on possible gender gaps.

“I suggest introducing flexible office hours. This proposal is intended to enable people to arrive and leave earlier, minimising time spent in traffic for those of us who travel by car.

Educo Guatemala Staff

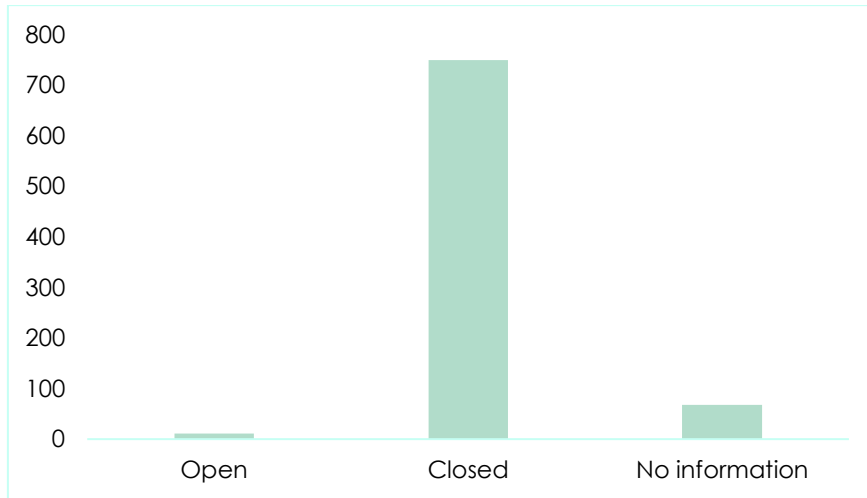
Issues Covered in SCC Reports



The majority of SCCs submitted 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 detailed information on the issues. Similarly, we will provide more support to the SCC National Committees when filling out this information.

Status of SCCs as of 31 December 2024



In 2024 we decided to introduce an analysis of the status of SCCs (whether they had been resolved or not). While most SCC issues appear to have been resolved, i.e. 'closed', we note that there are several where the status is not specified. The digitalisation of the SCC register in 2026 will ensure that no information is left blank. However, we believe it is normal for some SCC issues to be marked as 'open' as there may be some cases that require more time to resolve. We would also like to point out that, while this report reflects the status of SCCs at a given point in time, some issues may have a longer lifespan.

Improvements and lessons learned

Several SCCs received in 2024 have enabled us to identify lessons and/or introduce improvements in our work, both in the projects we set up and in our internal management processes. This is the primary objective of SCC mechanisms, and we are committed to increasing the number of SCCs that result in improvements.

We have identified that we need to strengthen the monitoring of improvements that cannot be implemented in the short term and are planned for the medium or long term. This will enable us to respond to feedback from our internal and external stakeholders and implement improvements more systematically through the SCCs we receive.

Similarly to previous years, we would like to reiterate that, while we recognise Educo's responsibility to receive and carefully analyse SCCs, **it is not always feasible to address suggestions or complaints by implementing corrective measures or improvements.** The reasons for this are diverse. For example, we may not have the necessary resources at the time, or we may determine after reviewing the suggestion or complaint that it is not feasible or safe, or that it would not be an efficient use of resources, or that the requested improvement is not consistent with our mission, vision and values. In some cases, the SCC does not actually concern Educo, but rather other stakeholders that we work with. In these cases, we act as an intermediary to ensure it reaches the relevant people. We always register the SCCs we receive and inform those who submitted them of the reasons for the decision, the corrective measures to be taken and whether it is impossible to offer solutions or if a referral will be made.

The following table shows some examples of the suggestions received in 2024, alongside the decision taken by the country office (resolution).

SUGGESTIONS	MEASURES TAKEN
"It would be good if sewing teachers (like me) received training in different types of garments. For example clothes for boys." <i>Project participant, Educo Bangladesh</i>	The Livelihoods and Skills Development sector of the country office will organise the training.
"I suggest fencing off the Farakolo school to protect the children from the sun and wind, and above all to stop vehicles crossing the schoolyard, as this poses a threat to the children." <i>Project participant, Educo Mali</i>	Educo's management team has advised the Educational Activity Centre and the City Council to take the necessary measures to fence off the school.

Suggestion to involve partners in the preparation of consortium workshops. <i>Staff member from a local partner organisation, Educo Niger</i>	Educo Niger has agreed to involve its partners in preparing the workshops.
"I would like to suggest that, starting Monday, the last two people to leave in the afternoon organise themselves to check that the printers, kettles, etc. are turned off/unplugged as appropriate, because I have noticed that most of the time they are left on/plugged in overnight, which is a safety risk as well as an unnecessary waste of energy." <i>Staff member, Educo Bolivia</i>	At a meeting of the SCC Committee, this suggestion was sent to the Country Management Team. The Country Management Team held a face-to-face meeting with the administrative team for all Educo staff, during which some guidelines were established regarding the use of electronic equipment. Likewise, it was requested that the last people to leave the office should check the premises to ensure that windows are properly closed and equipment is unplugged.
During the Open Day, one of the women members of the Village Child Protection Committee suggested and requested that PREM and Educo work in the villages to tackle alcoholism. She added that ending alcoholism among adult men would solve most of the problems facing families and communities, especially those related to children. <i>Project participant, Educo India</i>	After the Open Day, the project staff are organising an awareness-raising meeting in the village about the consequences of alcoholism and launching various initiatives to reduce alcohol consumption in the village.
"I think it would be a good idea to arrange a meeting with the person in charge of managing our MAPFRE insurance. They could then provide us with the necessary information on how to use it. Very few of us use it at the moment, but I think it's a valuable resource that we could benefit from. Having information about the procedures would help us to optimise resources". <i>Staff member, Educo Nicaragua</i>	A session was coordinated with MAPFRE through the People and Culture department. During the session, the assigned representative provided detailed information on the policy use process.

The following table contains examples of the complaints received, alongside the decision taken by each country office:

COMPLAINTS	DECISIONS MADE
One of the members of the School Management Committee complained at the Open Day that, at the school in his village, the school library wasn't working, and the children didn't have access to books to read. <i>Project participant, Educo India</i>	In response to this complaint, project staff and members of the School Management Committee met with school authorities, and the village school library is now operational.
Complaint about the quantity and quality of meals served in the school lunchroom. <i>Child project participant, Educo Benin</i>	The students received a positive response to their complaint: a discussion was held with the lunchroom managers. The students are satisfied but hope to see improvements in the future.
"The municipal car park in the western part of the city has been out of service for several months, and there is also roadworks in the area due to road widening. As a result, technical staff have had to use private car parks for institutional vehicles when carrying out project activities. We are covering the corresponding costs. In one week, we can pay up to \$20, which is not fair, and this happens week after week. <i>Staff member, Educo El Salvador</i>	The Finance Department has announced that reimbursement for parking fees for activities in the western region will be made effective with immediate effect.
"When Educo organises various programs during exam periods, teachers often criticise us and sometimes parents ask us for explanations, which disrupts our studies." <i>Adolescent, project participant, Educo Bangladesh</i>	Consultations will be held with teachers, parents, and community members to decide what to do next.
"A month ago, a workplace microwave stopped working. We would appreciate it if you could buy another one, as when the central and western staff are working at the same time, the kitchen gets very busy, and we only have an hour for lunch." <i>Staff member, Educo El Salvador.</i>	Two microwaves were purchased and installed for use by staff at the main office.
One project manager complained about the delay in issuing cheques during activity implementation, as issuing cheques on the day of	The information has been forwarded for appropriate planning and coordination

the activity combined with slow banking processes caused delays to the start of activities. <i>Staff member, Educo Senegal</i>	between the finance and program departments.
---	--

The commendations received also give us valuable information that guides decision-making about our work. Below are some examples of those we received in 2024:

COMMENDATIONS
"Implementing the project has enabled us, the master artisans of Boulssa, to become aware of our skills. From now on, we will be responsible for the training ourselves." <i>Project participant, Educo Burkina Faso</i>
"Thanks for all your hard work. We try to collaborate whenever we can. I would like to take this opportunity to thank you for sending us the gift catalogue in the post. The previous two were only sent by email. It is important for our family to receive a printed copy, as we have used it since the birth of my grandchildren (now aged seven and four) to choose a charity gift for the Three Kings and donate it to those less fortunate". <i>Supporter, Educo Spain</i>
"He didn't have a place at a traditional school. But thanks to bridge schools, my son can go to school, so he doesn't have to stay at home." <i>Project participant, Educo Burkina Faso.</i>
"The inclusion of recreational and cultural activities (theatre, sports, storytelling) in the awareness-raising sessions has enabled the children to express themselves better and overcome their trauma." <i>Adolescent, project participant, Educo Mali</i>
"Thank you to Educo and its staff for always giving us the opportunity to participate in your training. In fact, for almost a year, I lacked motivation as a teacher because I didn't feel appreciated by my superior, but when Educo arrived and began its collaboration with the education department, I had the opportunity to develop my talent and my commitment to our students' wellbeing". <i>Project participant, Educo Philippines</i>
"I would like to congratulate Educo for continuing with this democratic process of accountability, as through this activity (Open Day) expenses are justified, and the results of all the projects are shared. Congratulations." <i>Project participant, Educo El Salvador.</i>

Progress on SCC Policy implementation in 2024

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 who lead the policy implementation process and manage the SCCs received, and a global commission that supports the committees and ensures that the policy is implemented according to shared minimum standards. Both the SCC committees and the global commission draw up annual action plans to guide their work during the year.

My suggestion is that life skills training be offered to adolescents, especially adolescent girls.”

Adolescent project participant, Educo Bangladesh

National SCC Committees

In 2024 the SCC National Committees, based on their work plans, made significant progress. Below are some examples:

India

- Information, education and communication (IEC) materials have been developed and distributed to raise awareness of SCC mechanisms in the areas where the projects are being implemented.
- Close coordination has been maintained between the SCC Committee and the Safeguarding Committee, ensuring an integrated approach to safeguarding and child protection.
- Community consultations have been held, with three consultations organised with the MSSWS partner in August 2024, which helped to define the SCC mechanisms and its management procedures.

Bolivia

- An internal evaluation of the SCC mechanisms was carried out which showed that 80% of staff had used one of the mechanisms — either email or the suggestions box — at least once. They believe these mechanisms have led to improvements in how the office functions.

Mali

- Awareness has been raised among communities about the objectives, process and benefits of the SCC Policy to strengthen transparency and accountability.
- Community consultation sessions have been held, with meetings with communities to adapt SCC mechanisms to the specifics of each area of intervention.
- SCC mechanisms have been installed in 35 schools in the CERF project and 90 schools in the CEEACH project, enabling students, teachers and parents to express their concerns and suggestions.

Bangladesh

- Training on the SCC Policy has been organised for Educo staff and local partner organisations.
- Open Days have been organised to raise awareness of the policy and collect SCC.
- Consultations have been held with various stakeholders to adapt SCC mechanisms to their needs.

Niger

- The available SCC mechanisms have been strengthened with the installation of physical suggestion boxes, the identification of focal points at community level, the creation of a WhatsApp group, and the provision of telephone numbers.
- Around 33 programmatic stakeholders (13 local NGO partners, 5 inspectors, 10 advisors, 5 inspection statistics officers) have been trained on SCC mechanisms.

Nicaragua

- An internal survey was conducted to understand the usage habits of SCC mechanisms. The consultation also aimed to identify areas for improvement and ensure that our feedback mechanisms are effective and accessible to everyone.

Philippines

- New physical SCC suggestions boxes were provided for the teams in Catanduanes, Albay, and Sorsogon, as well as ten additional suggestions boxes for the central office to collect SCC suggestions during various simultaneous activities.
- New communication materials on SCC mechanisms were created, including a total of 10 banner stands and 10 table stands. These display a QR code that links to the SCC online form, facilitating the collection and consolidation of responses during activities.

"It is so important to find spaces where we can learn, share and connect; it is invaluable for our projects! Thank you, Impact Hub Barcelona and Educo NGO, for promoting the network and the impact community."

Member of the general public, Educo Spain

Conclusions and Assessments

In 2024, we made significant progress in implementing the SCC Policy, particularly with regard to external stakeholders involved in our projects.

Firstly, we have increased the dissemination of the SCC system by using various materials and activities to promote awareness of the mechanisms and inspire confidence in them. Secondly, we have streamlined the process of conducting preliminary consultations with those participating in our projects. This is an essential component of adapting SCC mechanisms to the needs and preferences of participants, particularly children.

We have also raised awareness about the use and management of these mechanisms. We believe that this has contributed to wider use of SCC as a tool for improving our work, both at programmatic and organisational levels.

The Global SCC Commission proposes the following actions to continue implementing the SCC Policy for 2025:

- Digitalise the tool for collecting and recording SCC data to ensure that all data is obtained and analysis is facilitated, as well as reducing errors.
- Promote the periodic evaluation of SCC mechanisms, following the guidelines provided in MEAL tool 6.8.
- Continue to promote internal coordination between SCC Committees, Safeguarding Policy and PPSEAH Policy focal points, and between the Global SCC Commission and the Compliance Committee.
- Support SCC Committees in developing their SCC management procedures.
- Continue to promote the use of SCC as a tool to improve our work.

“This is one of the best training programs I have ever participated in. What we have learned about child protection is very important for the community and, especially, for families. Congratulations, Educo.”

Project participant, 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@educor.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 mechanisms and transparency



Consultations on SCC mechanisms in Nicaragua

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



 educuco.org

 [educuco_ong](https://www.instagram.com/educuco_ong)

 [educucoONG](https://www.facebook.com/educucoONG)

 [Educo_ONG](https://twitter.com/Educo_ONG)