

Annual Suggestions, Complaints and Commendations Report

JANUARY-DECEMBER 2020



©Educo

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

Coordinated and written by: Global Suggestions, Complaints and Commendations (SCC) Commission

Languages available: Spanish, French, English

Related documents:

- Suggestions, Complaints and Commendations Policy
- Terms of reference for the Global Commission for the Implementation and Monitoring of the Complaints and Feedback Policy.
- MEAL 6.11 Guide to designing and implementing SCC mechanisms

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

Contact details:

For more information about the issues covered in this document or to request related documents, contact the Global Suggestions, Complaints and Commendations Commission at: ComisionGlobalSQF@educo.org

CONTENTS

Introduction	3
What SCC have we received during 2020?	4
How are we doing? What have we learned?	5
1. Classification by communication type (suggestion, complaint, commendation)	5
2. Classification by country and communication type	6
3. Classification by mechanism type.....	7
4. Classification by origin	8
5. And in practice?	8
What have we achieved and what progress have we made in 2020?	10
What do we recommend?	12
Related documents and contact details.....	13

Introduction

This document is the Suggestions, Complaints and Commendations (SCC) Report for the year 2020.

It is important to highlight that the global number of SCC received was slightly higher than in 2019, despite the restrictions and limitations to in-person activities due to the emergence and spread of the SARS-CoV-2 (COVID-19) virus. This increase is due, as in 2019, to the large number of SCC received at head office and Educo Spain. This was not the case in the Educo Country Offices, where mobility restrictions did have a negative repercussion on the number of SCC received, as well as on the operation of some of the National SCC Committees.

From these experiences, Educo draws important lessons to define actions aimed at maintaining, as much as possible, the normal operation of both the National SCC Committees and the SCC mechanisms in unexpected situations, such as the one that was caused by the appearance of COVID-19. It is a good moment to do so, because in 2020 Educo began its new [2020-2030 Global Impact Framework](#), a document that guides its work and establishes **accountability** as one of the main approaches that must be mainstreamed in the work of the institution.

As in previous editions, this report is the result of the collaboration and teamwork of the National SCC Committees and the Global SCC Commission. We would like to thank all the people who participate in 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.**



What SCC have we received during 2020?

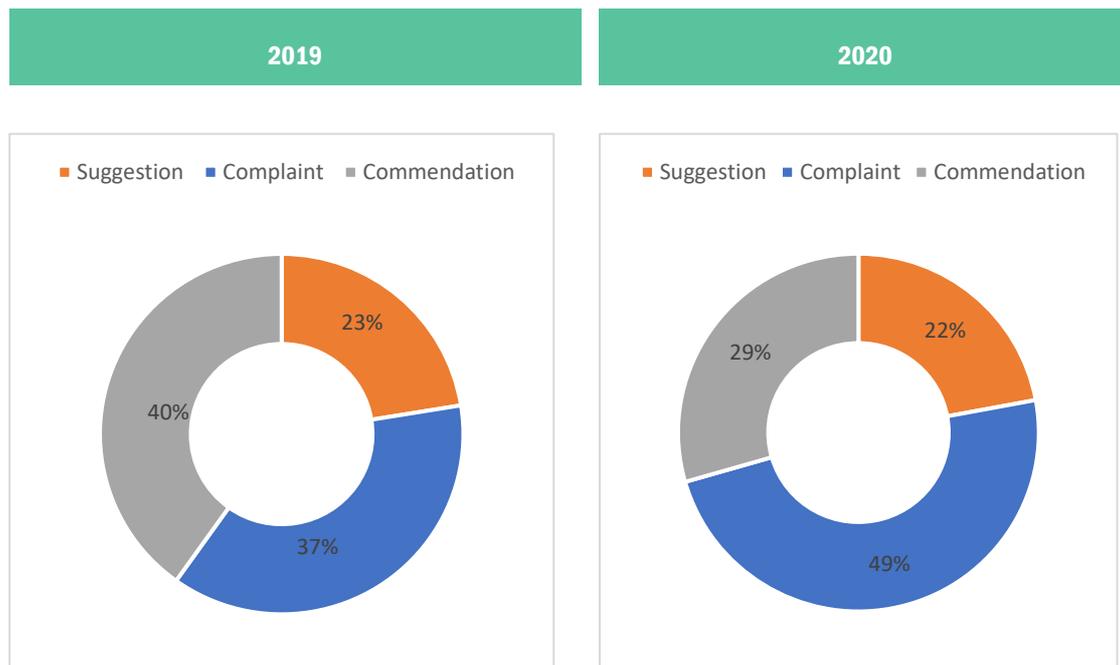
In 2020 we received a total of **163 SCC** globally:

Summary of the SCC received in 2020

	INTERNAL	EXTERNAL	TOTAL
SUGGESTIONS	02 physical feedback box 06 email 01 in person 01 monitoring	02 email 02 in person 16 social media 05 telephone 01 monitoring	36
COMPLAINTS	02 physical feedback box 04 email 02 in person	43 email 08 social media 20 telephone	79
COMMENDATIONS	02 in person	13 email 04 in person 27 social media 02 telephone	48
TOTAL	20	143	163

How are we doing? What have we learned?

1. Classification by communication type (suggestion, complaint, commendation)



This year, unlike last year, the number of **complaints** received has increased by **12%** compared to 2019, representing **49% of the total** and making up the **majority of the communications received**. However, it is important to note that most of the complaints are related to **telemarketing** campaigns, which we are planning to review in order to reduce supporter's dissatisfaction with this issue.

The number of **suggestions** received represent **22%**, which has gone down slightly compared to the previous year.

Lastly, and with a slight variation compared to the year before, are the **commendations**, which make up **29%** of registered cases during the year.

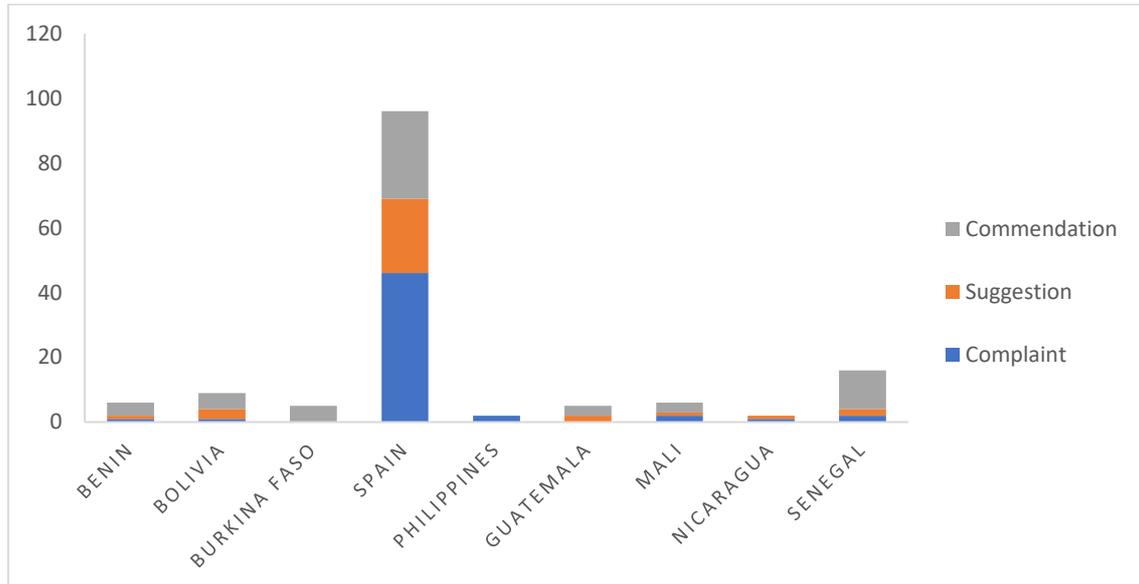
In general, the **commendations** received, **mostly external**, continue to be a good indicator of trust in the work carried out. We believe that this shows recognition for the adaptation of Educo's activities to the COVID-19 pandemic context.

Lastly, at a global level we can observe that, in absolute numbers, **the number of SCC received increased slightly in comparison with the year before** (from 147 in 2019 to 163 in 2020), which

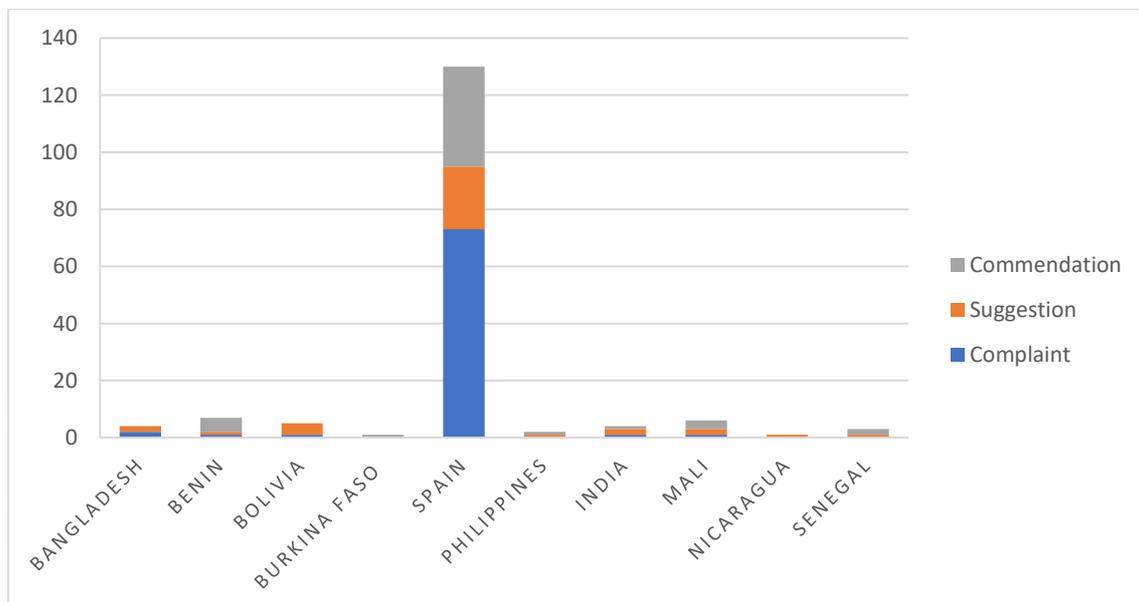
can be seen as a positive sign as it means that the mechanisms implemented have been used despite the global situation caused by the COVID-19 crisis.

2. Classification by country and communication type

2019



2020

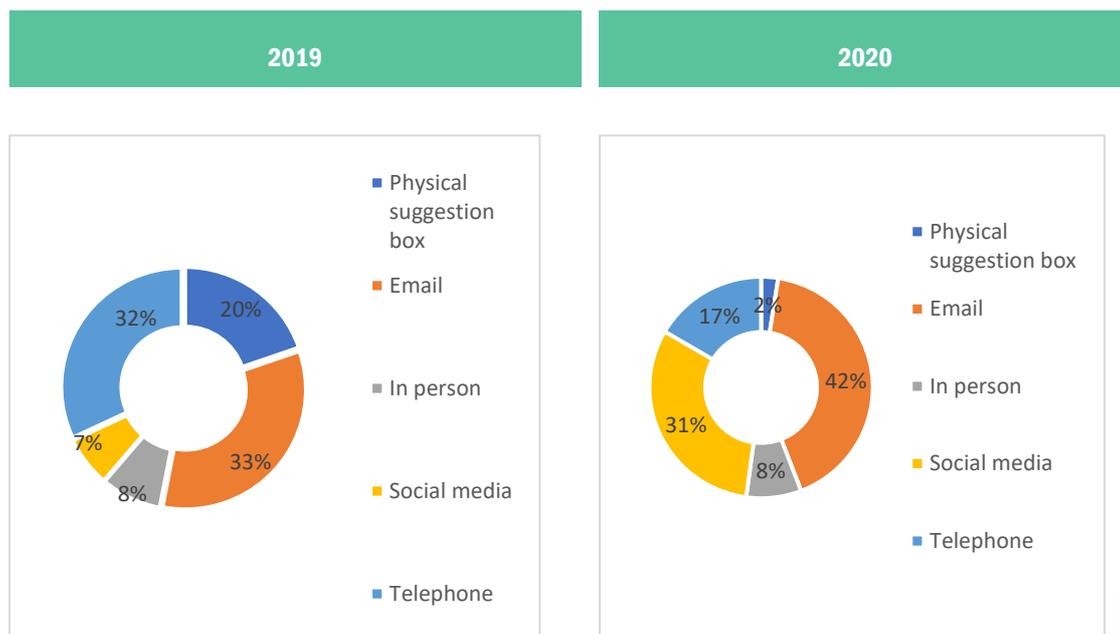


The graphs show that **10 Country Offices** reported SCC in 2020, one more than in 2019. Changes can be observed in the countries that registered information. In 2020, we see the addition of the India and Bangladesh Country Offices that did not report in 2019, while the Guatemala Country Office has not reported data in 2020.

It is worth highlighting that, despite the fact that most of the Country Offices presented their data, the number of SCC presented in 2020 is not very significant, except in the case of **head office and Educo Spain**. We believe that the low number of SCC presented by the Country Offices is due to the **lockdowns and remote working measures** that were applied, which hampered the normal operation of the committees (lack of coordination and regular communication between members), and the promotion and ongoing use of the SCC mechanisms.

As in 2019, in 2020 it is at head office and Educo Spain where more SCC were received because they both have specific mechanisms with external scope aimed at supporters (child sponsors, members, one-off donors, etc.), which were not impacted by lockdowns.

3. Classification by mechanism type

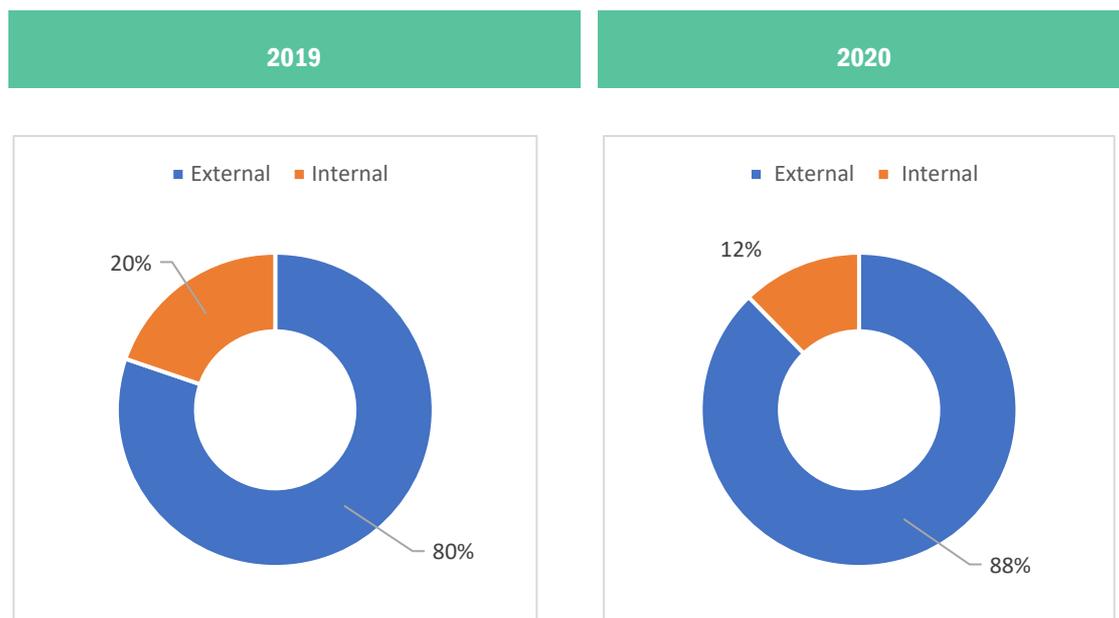


According to the data provided by the Country Offices, in 2020 most SCC continue to be received by **email**, with a 10% increase compared to last year. Social media comes second, with a significant increase compared to 2019. This is the result of coordination with the Communication department, which from 2020 has applied the procedure developed for receiving SCC through social media as an additional mechanism. The third way is **by telephone**, at 17%. Most of these SCC are registered by head office and Educo Spain through the Supporter Helpline.

In relation to in-person mechanisms, the use of the **physical feedback box** has dropped from 20% in 2019 to 2% in 2020 due to the lockdowns and other restrictions imposed by COVID-19. It

is worth noting that despite these restrictions, in-person SCC submission remained at 8%. This figure could be explained by the application of the Standard Operating Procedures (SOPs) developed and adapted to the COVID-19 context, which aim to support the continuity of interventions in the field while mitigating the risks of COVID-19 contamination, prevention and infection control that our participants, local partner organisations and Educo staff are exposed to. They also respond to Educo's duty of care for its employees and integrate the 'do no harm' principle in its interventions.

4. Classification by origin



The number of external SCC is once again higher than the internal ones in 2020, with an increase from 80% in 2019 to 88% in 2020. The analysis of the information provided by the Country Offices shows that, as in 2019, the reason 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**. This 8% increase could be due to the consolidation of social media as an SCC mechanism.

5. And in practice?

From the data analysis, and as mentioned in the introduction, most of the National SCC Committees were unable to continue their functions as usual due to the lockdowns caused by the COVID-19 pandemic, so the number of SCC received and managed was very low.

The registration tables show a need to **strengthen National SCC Committees when it comes to filling in the information**, especially in the use of definitions for classification, and perhaps most importantly, in completing all information and clearly indicating whether the SCC has been resolved or not.

In the case of head office and Educo Spain, where most of the SCC were received, those related to **telemarketing campaigns** once again make up the majority.

Below are some examples of the SCCs received:

SUGGESTIONS

Suggestion about reviewing and improving the internal procedure for salary advances (*Educo staff, email, Educo Philippines*).

Suggestion that it should not be mandatory to accept or receive Educo-related information in order to sign campaign petitions (*general public, social media, Educo Spain*).

Suggestions for improving the timing and logistics of product distribution in the framework of a project (*project participant, in person, Educo Bangladesh*).

COMPLAINTS

Complaint about project participant selection process (*project participant, telephone, Educo Bangladesh*).

Complaint about inappropriate behaviour of a team member (*program staff, in person, Educo Benin*).

Complaint about environmental and hygiene conditions in the office (*Educo staff, email to National SCC Committee, Educo Spain*).

COMMENDATIONS

Commendation for the positive work environment, based on respect for Educo values and principles (*intern, in person, Educo Benin*).

Commendation from a local partner organisation for support with the organisation of an event (*Local partner organisation, in person, Educo Burkina Faso*).

Commendation and recognition for support received for projects (*general public, social media, Educo Spain*).

These examples show that the SCC mechanisms have been useful in giving voice to our stakeholders and are essential for identifying improvements in our work. It is important to continue to promote their use.

What have we achieved and what progress have we made in 2020?

National SCC Committees

Despite the current situation created by the COVID-19 crisis, the SCC National Committees made significant progress. Here are the highlights:

Burkina Faso

- The National SCC Committee was renewed with the inclusion of members depending on the geographic areas of intervention.
- An action plan was created for 2021.
- Focal points by work zones were identified (Niger, Yaco, Séguénéga, Ouaga, Tougan).

Senegal

- A reorganisation of the National SCC Committee has begun.
- Training of focal points on the use of the mechanisms has been carried out at community level.
- The people involved in the projects have been informed of the available SCC mechanisms.

Nicaragua

- The use of email as a priority SCC mechanism was promoted during the remote working period.

India

- The National SCC Committee celebrated an annual meeting with the Educo India team to present the work they did in 2020 and the 2021 Action Plan.

Global SCC Commission

The following are highlights of the progress made by the Global SCC Commission during 2020:

- Activating the *Procedure for managing SCC presented on social media*.
- Updating of the *MEAL 6.14 SCC registration template* tool.
- Publication of the following tools:
 - *MEAL 6.9 ToR National SCC committee template*
 - *MEAL 6.11 Guide to designing and implementing SCC mechanisms*
- Due to changes in organisational structure (disappearance of the Policy Unit and Regional Policy Coordinators), the Global SCC Commission took over the monitoring of the National SCC Committees, establishing quarterly regional meetings.
- The 2021 objectives and action plans for the Global SCC Commission were shared.
- A review of the SCC Policy began.

- Ad hoc regional meetings were organised with the participation of country directors and program coordination teams to strengthen the legitimacy of the work of the National SCC Committees, and to involve the management team in the resolution of the SCCs Educo receives.

With regards to the recommendations we published in 2019 to improve our work, the following table shows the progress and achievements:

RECOMMENDATION	PROGRESS/ACHIEVEMENTS
<p>Strengthening of the composition of the National SCC Committees to prevent structural and/or organisational changes affecting their work.</p>	<p>All the SCC Committees are fully formed. The Global SCC Commission provides support to ensure the dashboard is up to date and to follow up on action plans and has made recommendations for the handover process when members of the SCC Committees leave.</p>
<p>Refining the data collection tools in order to have more exact information when analysing trends and elaborating the relevant reports. This includes the definition of criteria to make clear what we understand as resolved SCC, and therefore identify more easily the improvements obtained thanks to the SCC mechanisms.</p>	<p>The Excel template for gathering information was improved. Further efforts are needed to ensure that definitions are correctly applied and, above all, that all the information requested is filled in.</p>
<p>Strengthen the accompaniment for the National SCC Committees by the Global SCC Commission in the absence of Regional Policy Coordinators.</p>	<p>Regular regional meetings and personalised <i>ad hoc</i> support from the SCC Global Commission were established to accompany the committees more closely on the issues that are of interest to them, or where they need more support, according to the priorities of their work plans.</p>
<p>Strengthen the advocacy work with the directors of country offices to legitimise the work of the National SCC Committees and give more importance to these SCC mechanisms, because Educo wants to be an organisation which encourages learning and ongoing improvement.</p>	<p>Extraordinary regional meetings were organised with Country Office management, Program Coordinators and members of the global Program team, at which Country Office management pledged their full support to the work of the committees.</p>

What do we recommend?

- Integrating contingency measures into existing procedures to ensure that National SCC Committees can continue to function as usual and that established SCC mechanisms continue to be used.
- Strengthening the commitment of National SCC Committees to complete the SCC register to facilitate data analysis and provide the most reliable information possible.
- Strengthening the capacities of National SCC Committees so that they can prepare the quantitative and qualitative analysis of their data themselves, to be used in the SCC 2021 Annual Report. This will facilitate the global analysis of trends.
- Consolidating advocacy work with Country Office management to facilitate the work of the National SCC Committees, and to involve them in the resolution of the SCC they receive and the improvements that are implemented.
- Consolidating the coordination between National SCC Committees and program teams, to facilitate the implementation of SCC mechanisms at an external level with local partner organisations.



RELATED DOCUMENTS AND CONTACT DETAILS

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:

- Terms of reference for the Global Commission for the Implementation and Monitoring of the SCC Policy.
- MEAL 6.11 Guide to designing and implementing the Suggestions, Complains and Commendations Policy.

For more information about the issues covered in this document, please contact the Global SCC Commission at: ComisionGlobalSQF@educo.org.

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

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

